

Lotus software



Lotusphere<sup>®</sup> 2003

the essential **human** element

**IBM.**



# ID603 Your Key to the Collaborative Workplace: Introducing IBM/Lotus LearningSpace Virtual Classroom

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# Agenda

- The Collaborative Continuum
- Product Overview
- Partner testimonial – BERBEE
- Q&A



# The Collaborative Continuum

**Pamela Barker**

WW Product Marketing Manager

# Demands you face...

- Improved time to performance -- need for highly skilled workforce

- Support for an increasingly Remote & Mobile workforce -- expanding supply chain

- Improved speed to market with New Product Introductions/ Support for Regulatory compliance

Collaborative Technologies can help address these demands

Lotus Sametime & QuickPlace:

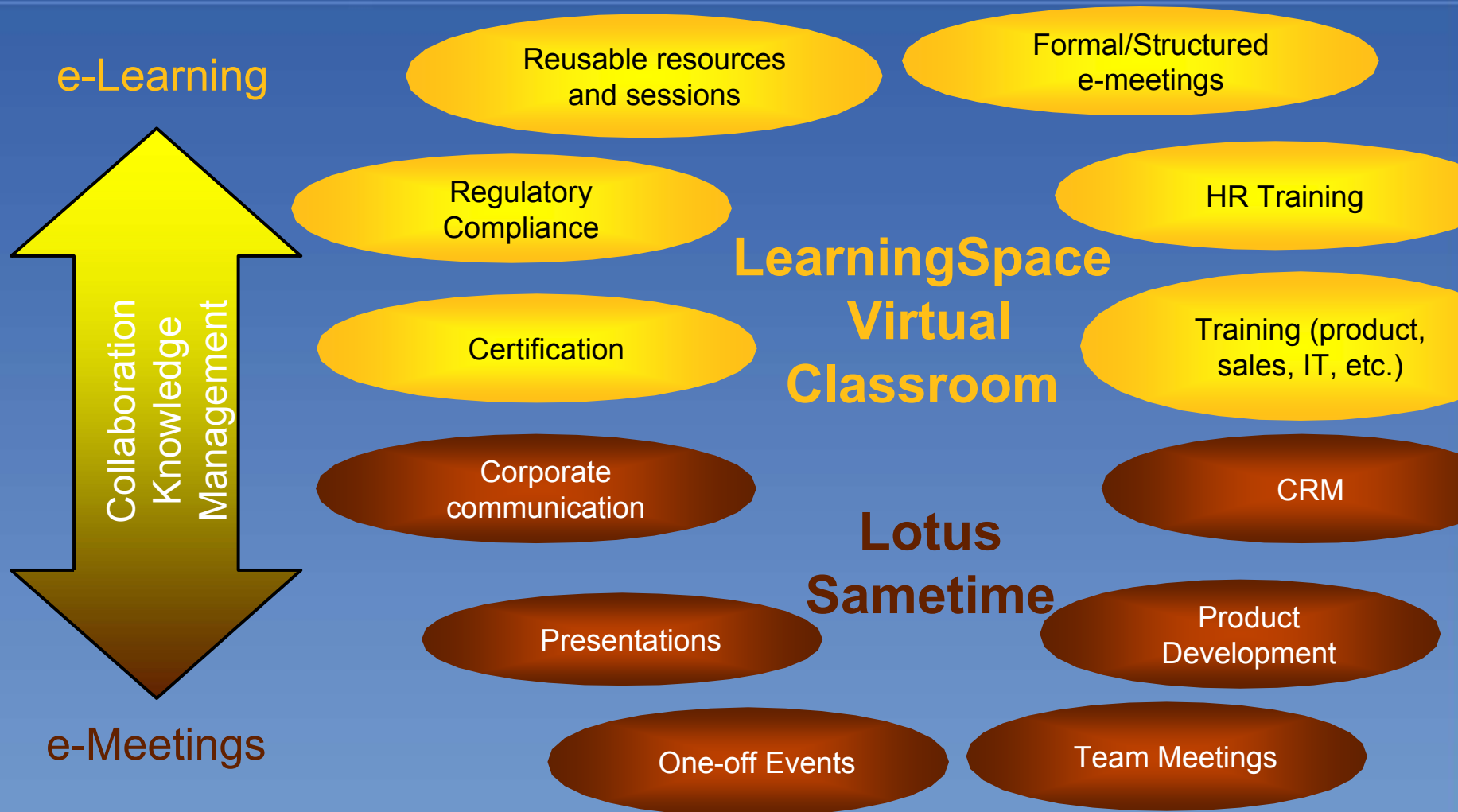
- ✓ e-meetings
- ✓ instant messaging
- ✓ sharing information
- ✓ facilitating remote workers

# Taking the **next step** on the Collaborative Continuum

*Beyond e-meetings is **e-learning**...*

- Building on what you are already doing today
- Adding on additional functionality to allow you to support additional initiatives
- Taking collaboration to the next level
- Increasing your ability to support company-wide initiatives:
  - ✓ Professional development and retention
  - ✓ New product introductions
  - ✓ Regulatory compliance
  - ✓ New IT software deployment

# Collaboration – choosing the right tools for the task





# LearningSpace - Virtual Classroom... Get Ready to Go Live

- Full featured Web-based solution, for delivering live learning and structured e-meetings in a business environment
- Provides tools for creating, scheduling, running, and attending live course sessions
- A tool to deliver repeatable, trackable, structured interactive training using instructional tools similar to the physical classroom
- ROI is easily determined using reduction in delivery cost and improvement in employee productivity



# Why Live e-Learning?

- Quick, easy to deploy, modular learning solution to deliver training
- Restricted travel & training budgets make e-learning an attractive option
- Interactive environment enhances effectiveness of learning vs. current training approaches
- Ideal for organizations facing:
  - ➔ fast-paced, rapidly-changing industries where time to market is critical
  - ➔ issues of how to introduce many new products or services where effectiveness of training and compliance is key
  - ➔ the challenge of just getting started with e-learning
  - ➔ have a learning management system in place but no collaborative virtual classroom capability

# Business Benefits of LearningSpace - Virtual Classroom

## ■ Administrative Benefits

- ➔ Accountability: Virtual Classroom offers a way to track, measure and assess training programs
- ➔ Certification & Regulatory Compliance: HR and Training Administrators can measure and manage competency and link to back-end ERP and Learning Management Systems (LMS)
- ➔ Content Management: Quickly update and maintain course materials for reuse.
- ➔ Structured e-Meetings: Where registration, attendance tracking, and a structured agenda are key elements

# Business Benefits of LearningSpace - Virtual Classroom

- Quality-of-Learning Benefits
  - ➔ Faster, more interactive learning from the tools in Virtual Classroom
  - ➔ Learning in a work context rather than confined to a classroom
  - ➔ Better long-term retention of knowledge
- Learning-Specific Benefits
  - ➔ Agenda allows you to regulate and manage activities for more structured learning
  - ➔ Enrollment limits and wait lists allow instructors to manage class sizes
  - ➔ Easily enroll and manage user population

# Usage of e-meetings and e-learning software

IDC, Nov. 2001 - On Users of Web Conferencing and e-Learning:

- 40% use **TWO** or more products
- 10% use **FOUR - SEVEN** products.

Lotus provides all the functionality you need for the full collaborative spectrum, allowing you to consolidate under one vendor and infrastructure and most importantly, **ONE** family of products.



# Product Overview

Joselin Mane  
WW Product Manager

# IBM Lotus LearningSpace - Virtual Classroom

- Features enable you to leverage the best of collaboration while providing the tools for a learning environment
  - Whiteboards
  - Awareness and chat
  - Application sharing
  - Questions and polls
  - Audio/video
  - Web follow me
- Key features...
  - Outlines/Course Builder to assist in preparation
  - Agenda with time reminders for instructors
  - Breakout sessions
  - Recordable sessions

# Features

- Catalog
  - ➔ Lists scheduled & recorded sessions
  - ➔ Supports repeating sessions
  - ➔ Enforce student limits (optional)
- Enrollment
  - ➔ Administrator controlled (optional)
  - ➔ From the catalog (self-enrollment)
  - ➔ Using LDAP groups
- Reporting
  - ➔ Course completion
  - ➔ Assessment results



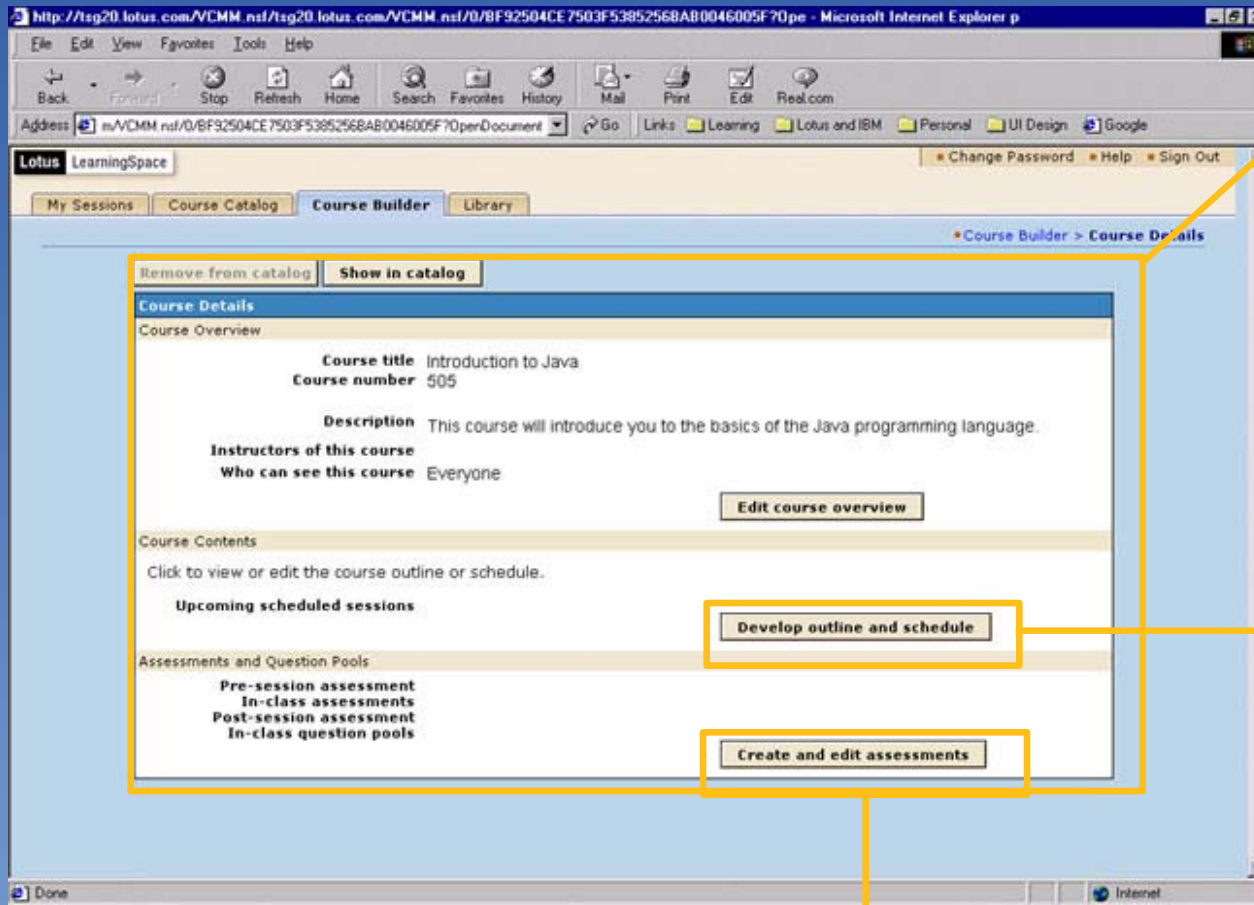
# More Features...

- Add whiteboard / web follow me / questions on the fly
- Preload of applets
  - ➔ Enable use of Virtual Classroom on locked desktops
  - ➔ Loaded from CD-ROM or network
    - By user or administrator
- Domino Calendar integration
  - ➔ Calendar integration for course registration to keep track of course schedule
  - ➔ Outlook calendar integration

# Leveraging Sametime & QuickPlace

- Unparalleled breadth and depth of technology experience
- Scalable infrastructure -- extensible and manageable
  - Secure, reliable performance
  - Same Session Server install for L-VC and ST
  - Support for external LDAP directories
  - Ability to implement single sign-on
  - Utilizes trusted security features
- Leverage existing administration, installation, deployment, and configuration skills
  - Minimize support needs due to common underlying architecture
  - Familiar UI to minimizes roll-out learning curve

# Course Builder



- Create a course one time for repeated use and scheduling
- Preload presentations to share via the whiteboard
- Add to the course catalog for viewing and enrollment by students

Course Outlines  
Used as navigator by instructor to launch and load most activities

- Suggested order of events
- Students can see the outline
- Progress will be indicated

Session timer has audiovisual indication

Create assessments or polls in advance for use during sessions

# Instructor Interface & Whiteboard

Drive the session, manage permissions, switch between Whiteboard and Screensharing

Agenda pane allows management of the course outline

The screenshot shows the Lotusphere 2003 Instructor Interface & Whiteboard. The interface is displayed in a Microsoft Internet Explorer browser window. The main area is a whiteboard titled "MyPresentation.PRZ" showing a red scribble and the word "Effective" in purple. The left pane shows an "Outline" with a list of items including "Page 23" through "Page 28", "Breakout Sess...", "Search engine...", "Welcome", "Sales Presenta...", and "Demo Present...". The right pane shows a video feed of a man with a headset, a "Mute" control, and a list of participants including "imane/VCMM", "bhart/VCMM", "bpage/VCMM", "ksilve/VCMM", "Irosen/VCMM", "Istike/VCMM", "mden/VCMM", "user6/VCMM", and "vshell/VCMM". The bottom pane shows a chat window with messages from "imane/VCMM" and "vshell/VCMM". The status bar at the bottom indicates "4 9 Participants" and "04:52:04".

# Student Interface & Application Sharing

The screenshot displays the IBM Lotus LearningSpace interface within a Microsoft Internet Explorer browser window. The main content area shows a Lotus SmartSuite application titled "1-2-3 - [Untitled]" with a worksheet named "Amortization". The worksheet displays a "Loan Amortization" form and a table of payments for the first 12 months.

**Loan Amortization Inputs:**

- Loan Principal Amount: \$165,000.00
- Annual Interest Rate: 7.75%
- Loan Period in Years: 30
- Base Year of Loan: 1996
- Base Month of Loan: 8

**Key Figures:**

- Annual Loan Payments
- Monthly Payments
- Interest in First Calendar Year
- Interest Over Term of Loan
- Sum of All Payments

**Payments in First 12 Months:**

Year	Month	Balance	Payments	Principal	Interest	Cumulative Principal
	Sep	\$165,000.00	\$1,182.08	\$116.45	\$1,065.63	\$116.45
	Oct	\$164,883.55	\$1,182.08	\$117.21	\$1,064.87	\$233.66
	Nov	\$164,766.34	\$1,182.08	\$117.96	\$1,064.12	\$351.62
	Dec	\$164,648.38	\$1,182.08	\$118.73	\$1,063.35	\$470.35
1997	Jan	\$164,529.65	\$1,182.08	\$119.49	\$1,062.59	\$589.84
	Feb	\$164,410.16	\$1,182.08	\$120.26	\$1,061.82	\$710.10
	Mar	\$164,289.09	\$1,182.08	\$121.04	\$1,061.04	\$831.14

The interface also includes a navigation pane on the left with sections like "Scheduled Items", "Additional Materials", and "Breakout to discuss pt...". A video window on the right shows a participant named "Dan Instructor". The status bar at the bottom indicates "0 2 Participants" and "00:02:32".



# Break-out Sessions

Can create in advance

Instructor can easily move between breakouts

Assigning of Students

- Automatically distributed from roster
- Instructor can reassign
- Student can choose

Can create outlines for these sessions

The screenshot shows the IBM Lotus LearningSpace Virtual Classroom interface. The main window is titled "IBM Lotus LearningSpace - Virtual Classroom" and is running in Microsoft Internet Explorer. The interface includes a menu bar (Session, Edit, View, Tools, Permissions, Help) and a toolbar with options like "New Outline Item", "Screen Sharing", and "Whiteboard".

The "Outline" panel on the left lists "Scheduled Items" with a table:

Items	Time
[-] Welcome	
Page 1	
Introduction/0...	10:00
[-] LVC Basics	00:00
Page 1	
Page 2	
Page 3	
[-] Mindspan links	05:00
IBM Mindsp...	
Lotus Lear...	
[-] Lynda's prz	60:00
Page 1	
Share LVC Adr...	05:00
[-] + Breakout to...	00:40
North	
South	

The "Breakout session set" panel in the center shows a dropdown menu set to "Breakout to discuss possible uses". Below it, the "Student assignments" section has three radio button options:

- I will assign each student to a session.
- I want students to be automatically assigned.
- The students will select their own sessions.

Below these options is a table for assigning students:

Student	Assignment

Buttons for "Assign ->" and "<- Remove" are located below the table. At the bottom of the panel, there are checkboxes for "Show all students" (checked) and "Show unassigned students only".

The "Announcement to all sessions:" section includes a text input field and a "Send" button. Below this are buttons for "Stop All Sessions" and "Automatically end all sessions".

The right side of the interface features a "Speaker's Video" section with a video player showing a still image of oranges. Below the video are "Mute" buttons for both "Speaker's Video" and "My Video". At the bottom right, a participant list shows "Dan Instructor" as the active participant. The status bar at the very bottom indicates "0 1 Participants" and a timer at "00:08:34".

# Assessment Mgmt for Instructors

View responses to polls and assessments

The screenshot shows a Lotus Live Meeting window with a poll question: "How is the pace of this session?". The poll results are displayed in a table with a bar graph for each response. An orange box highlights the "Responses" section.

Raw Number	Percentage and Bar Graph	Response
0	0%	Too Fast
1	14%	Too Slow
3	42%	✓ Just Right
3	42%	Did not participate in the Q & A session
4	57%	Total

Below the table are buttons for "Show Responses to Everyone" and "View Individual Responses...". At the bottom of the window, it says "4 / 9 Participants 04:45:25".



# What Will Be in L-VC 1.0.1

- Integration with LMS
  - Ability to specify preferred server for a session
  - Student Enrollment flexibility
  - non UI Fixes
  - New or Upgrade Option
- 
- FCS January 2003

# What Is Planned in L-VC 1.5

- Better user experience and usability
- Improvements to the agenda
- Breakout session enhancements
- Better course material management
- Increased enrollment flexibility
- Improved support for hosting
  
- FCS 2H 2003



# Berbee

**Phil Salm**

eWorkplace Practice Lead  
Berbee Information Networks Corp.

# Berbee: About Us

- Multi-faceted IBM Relationship
  - IBM Premier/IBM Hosting Advantage
  - IBM SAN Solution Specialization & SAN Solution Center
  - IBM Service Provider for eBusiness
- Core Business Solutions:
- Application Development
  - eCommerce
  - Custom Web Development
  - **eLearning**
  - Web Conferencing
- Enterprise Data Centers
  - Co-location
  - Hosted eBusiness
  - **eWorkplace**
  - ISP Solutions

# Berbee: WOW Factor

- Assessments & reporting
  - Breakout sessions
  - Catalog & enrollment
  - Notifications
  - Ease of use for students
- *anecdotes from L-VC Beta trials*

# Berbee: Student Responses

- “Fantastic Tool!! I love the virtual classroom:)”
- “Love It!! GREAT Technology”
- “Great job, thanks for making this available to us!”
- “I had to enlarge the whiteboard and reduce other areas to see all of the information on the whiteboard. The session was easier than I expected.”

- *anecdotes from L-VC Beta trials*

# Berbee: L-VC is a Welcome Addition

- Market interest in live virtual training
- New client opportunities
- Exciting features
- Advantages over using Sametime alone





# Questions and Answers

# Case Study - ROI with e-Learning

## For a **New Product Introduction**

- 500 Sales/ Sales Support
- 1 Day ILT vs. 4 hour e-learning
- Cost savings \$76K but:
  - Top-line: 500 x ½ day saved per person => 1 person/year
  - = 1 more salesperson = Quota (\$1M? \$2M?)
  - This is just for 1 course! Multiply the savings for additional courses

Development (+ Licenses)	\$20K	\$150K*
Delivery		
Instructor Salary	\$10K	\$5K
Instructor Travel	\$16K	\$0
Training rooms – 25 days	\$10K	\$0
Materials – 500 sets	\$8K	\$8K
Student Travel (extend 1 night)	\$75K	\$0
Student Salary – (500 days)	\$200K	\$100K
<b>TOTAL COST</b>	<b>\$339K</b>	<b>\$263K</b>

\* Includes software, services, administration and content

# Customer Example:

## SPS Commerce (div of St. Paul Software Corporation)

### ■ Challenge

- ➔ One of the services SPS provides is training to its **customers** to enable them to successfully implement, maintain, and utilize their own e-commerce systems.
- ➔ Training was done one-on-one via telephone, which was both costly and inefficient

### ■ Solution

- ➔ SPS Commerce began using LearningSpace to train their customer via synchronous "Live Virtual Classroom" on the web

### ■ Benefits

- ➔ LearningSpace enables SPS to train exponentially more people with a single instructor than with its previous one-on-one training approach, thus saving a considerable amount of time and energy
- ➔ Saving 25% during the first month of cost tracking, with expected savings to continue to rise to 75% with the addition of the self-paced option of its training service.
- ➔ Customers will see the benefits as expanded and more convenient training will allow them to more quickly realize benefits from their SPS Commerce relationship



# Questions?



See for yourself - visit us @ [www.lotus.com/learningspace](http://www.lotus.com/learningspace)