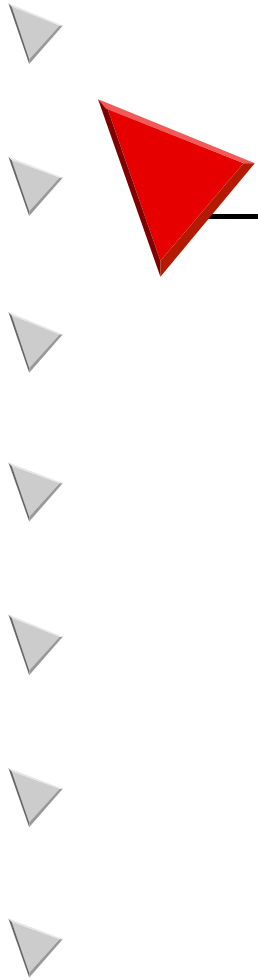




Training On Demand Project Briefing

John Schofield
August 7, 1996



An internal project...

...not a product...

...not yet



Briefing Topics

- ▼ **What Is Training On Demand?**
- ▼ **Delivery and Management:
What the Learner Sees**
- ▼ **Project Model Steps to Success**
- ▼ **Delivery and Management Architecture**
- ▼ **Solution Benefits**
- ▼ **Project Strategy and Status**



What Is Training On Demand?



What Is Training On Demand?

- ▼ **Enterprise-wide**
- ▼ **Web-accessed**
- ▼ **Integrated system**
 - **Design and development**
 - **Management**
 - **Delivery**
- ▼ **Learner-specific training**
- ▼ **At the desktop**
- ▼ **Anytime and anywhere it's needed**



What Is Training On Demand?

- ▼ **Methods to design/develop modular interactive training**
- ▼ **Enterprise-wide dynamic management/tracking of skills requirements**
- ▼ **Learner-specific, job/task-specific training**
- ▼ **“Just In Time” not “Just In Case” training**



What the Learner Sees

Delivery and Management

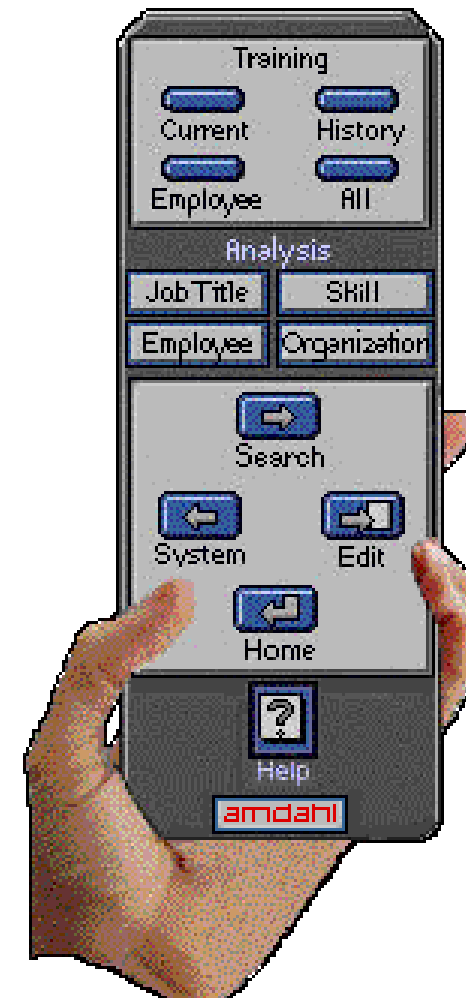
What the Learner Sees

- ▼ **Familiar every day personal computing environment**
 - **Desktop or portable**
 - **Anytime, anywhere**
- ▼ **Familiar every day network access**
 - **Local area network**
 - **Mobile dial-up**
- ▼ **Familiar every day Netscape browser interface**



Delivery and Management What the Learner Sees

- ▼ **Real-time/real world work environment for practice**
- ▼ **On-line content expert help, email, and chat sessions**
- ▼ **Remote control metaphor for learning manager database**
 - **Customized learner menu, each and every time**
 - **Learner/job/task specific**
 - **Learning modules launch on desktop**



Delivery and Management Full Spectrum of Media

Mix any combination of

▼ **Networked interactive multimedia**

▼ **Text and graphics web pages (HTML)**

▼ **CD-ROM**

▼ **Traditional CBT**

▼ **Instructor-led classes**

▼ **Hands-on practice**

Evolve modules as needed



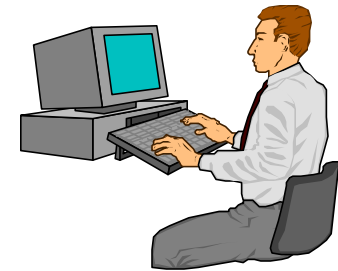
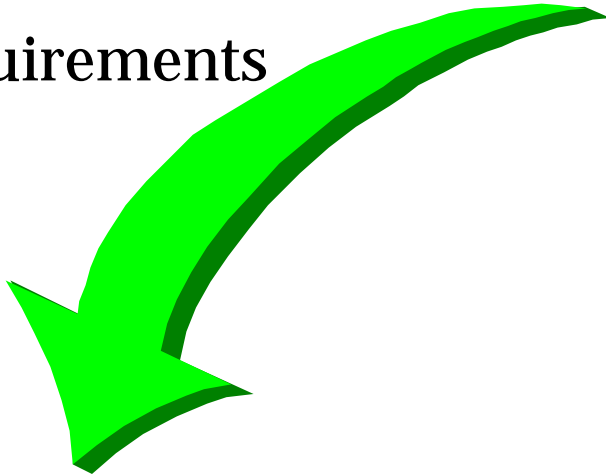
Project Model Steps to Success

Steps to Success

#1 Profile Training Requirements

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Requirements



1

Profile training requirements



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Steps to Success

#1 Profile Training Requirements



Product
Deliverables

1 Profile training
requirements



Training On Demand

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Steps to Success

#1 Profile Training Requirements

▼ Needs assessment/organizational analysis

- Strategic plan
- Identify essential roles
- Organize roles by functional groups

▼ Task analysis

- Detailed responsibilities in performance terms
- Generate task lists
- Establish levels of competency

Steps to Success #2 Plan Training



Product
Deliverables

2 Plan training

1 Profile training requirements



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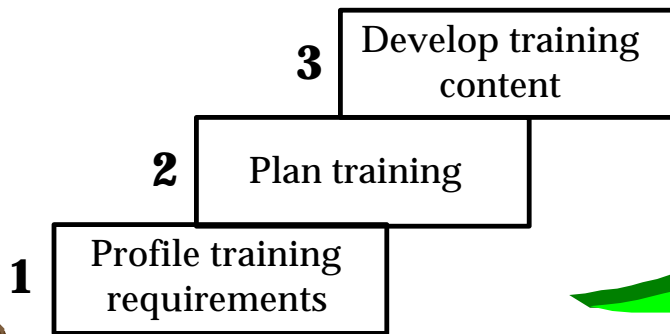
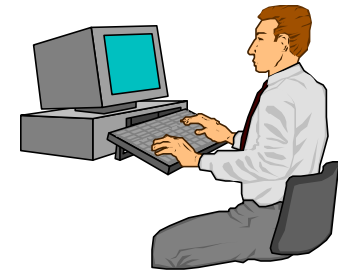
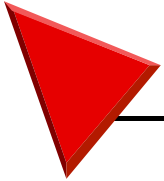


Steps to Success #2 Plan Training

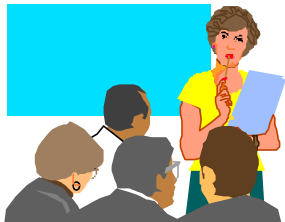
- ▼ Identify sources of knowledge**
- ▼ Determine training solutions**
- ▼ Build curriculum maps**
 - Express as a set of linked database objects**
- ▼ Detailed resource requirements**
 - People**
 - Computer/telecommunications infrastructure**
- ▼ Establish timeline for delivery**

Steps to Success

#3 Develop Training Content



Product Deliverables





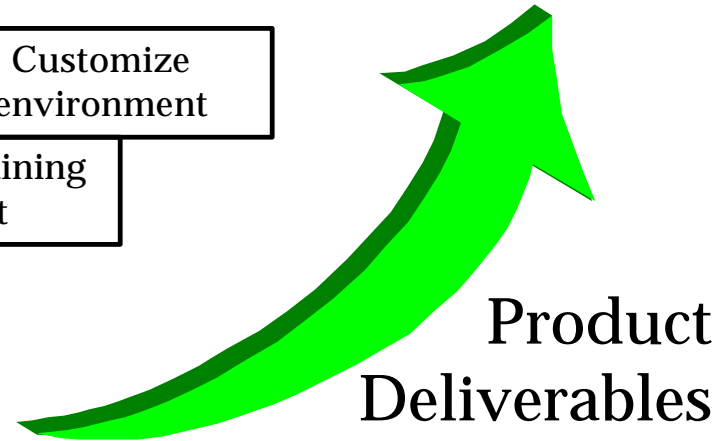
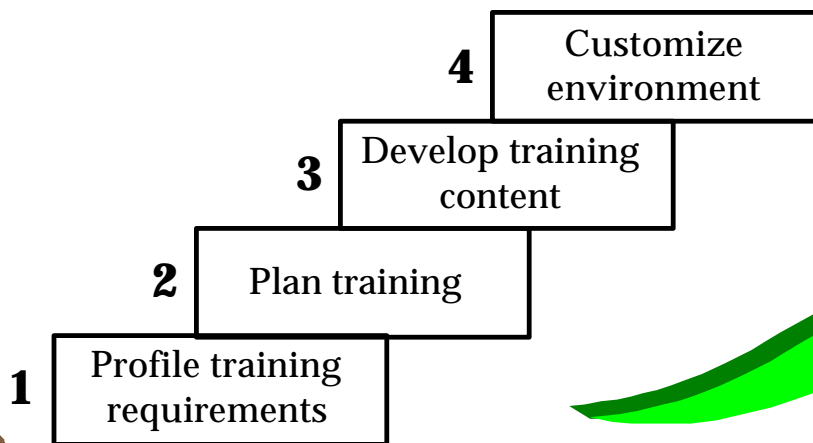
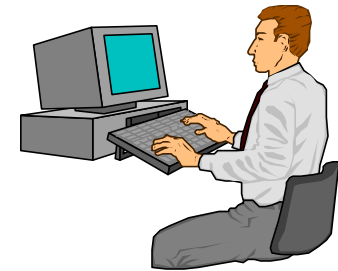
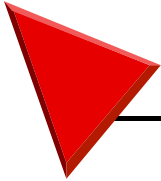
Steps to Success

#3 Develop Training Content

- ▼ Design courseware to support requirements**
- ▼ Build/acquire/customize educational modules**
- ▼ Content providers**
 - Amdahl**
 - Customer**
 - Third-party**
- ▼ Usability and effectiveness test**

Steps to Success

#4 Customize Environment



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Steps to Success

#4 Customize Environment

▼ Now

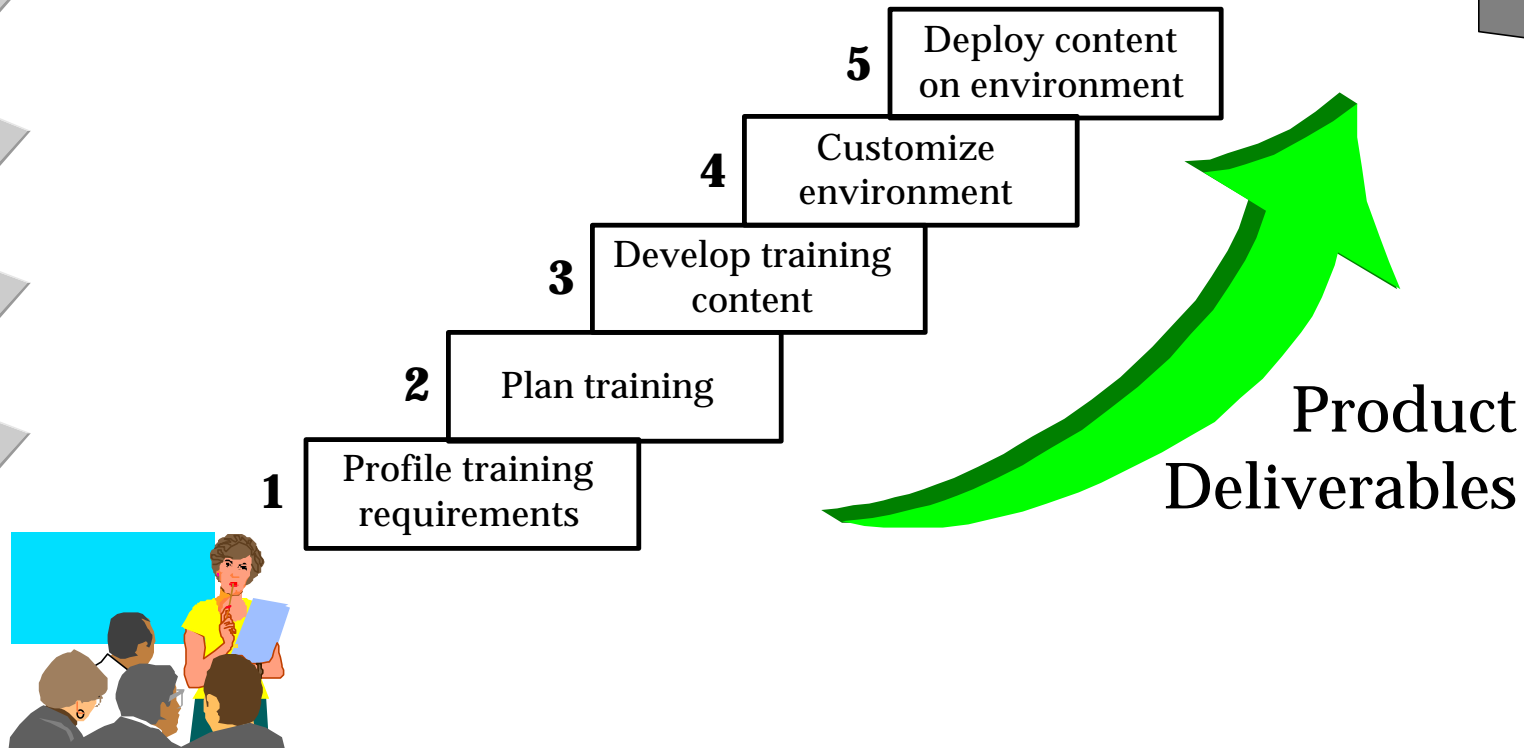
- Architecture design**
- Infrastructure development**
- Prototype/proof of concept**
- Unit/system/stress tests**
- Effectiveness/usability tests**

▼ Eventual goal

- Maximum re-use of previous work**
- Minimal customization required**

Steps to Success

#5 Deploy Content on Environment





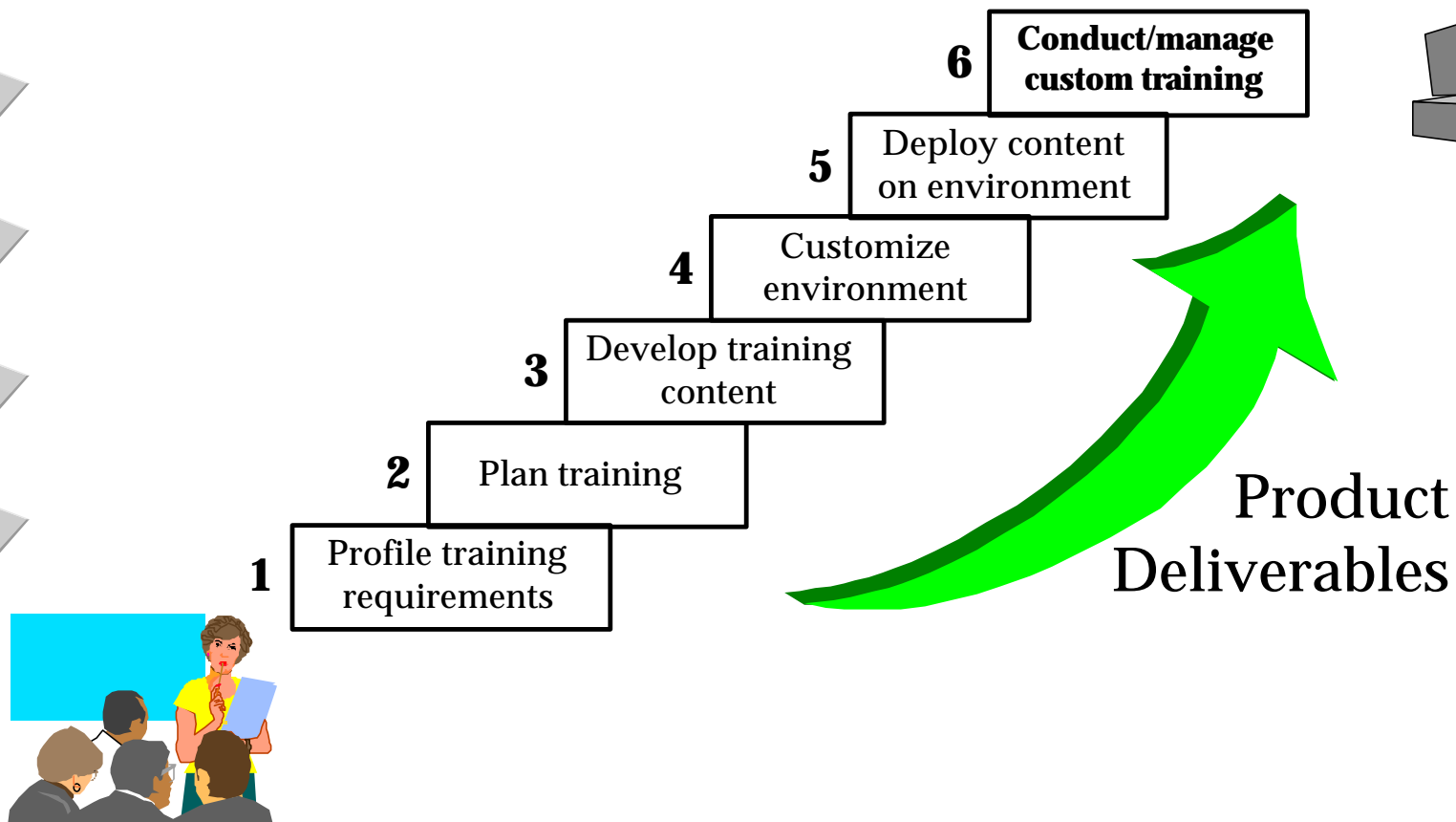
Steps to Success

#5 Deploy Content on Environment

- ▼ Install Training Manager computer/telecommunications infrastructure**
- ▼ Ensure learner computer/telecommunications infrastructure**
- ▼ Populate Training Manager database**
 - Employee/user data**
 - Generic job profiles**
 - Curriculum maps**
 - Courseware learning objects**
- ▼ Distribute courseware media**

Steps to Success

#6 Conduct/Manage Customized Training



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Steps to Success

#6 Conduct/Manage Customized Training

▼ Built-in instruction on how to use the system

▼ Customized just-in-time delivery at learner's desktop

– Learner identifies self and job needs

– Training Manager generates custom learner menu

– Learning modules launch on learner's desktop

– Progress recorded in profile database

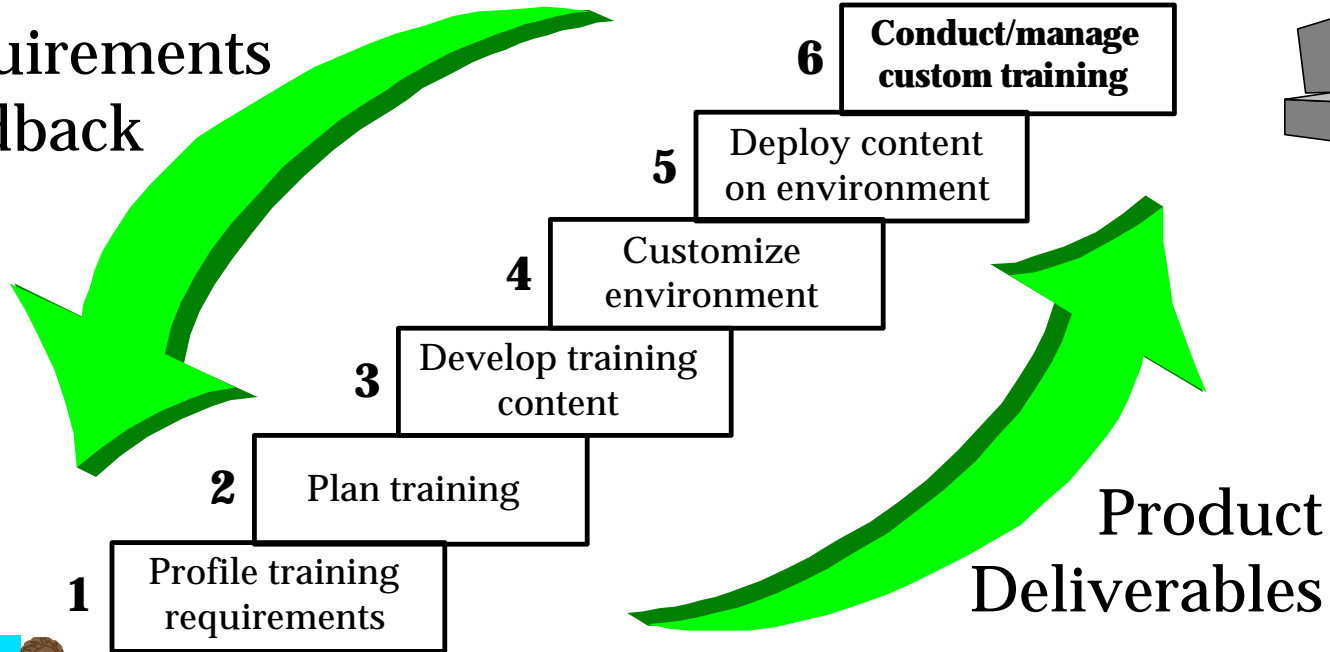
▼ Practice on real-time/real world work environment

▼ On-line content expert help, email, and chat sessions

Steps to Success Evaluation and Feedback

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Requirements
Feedback



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Steps to Success Ingredients

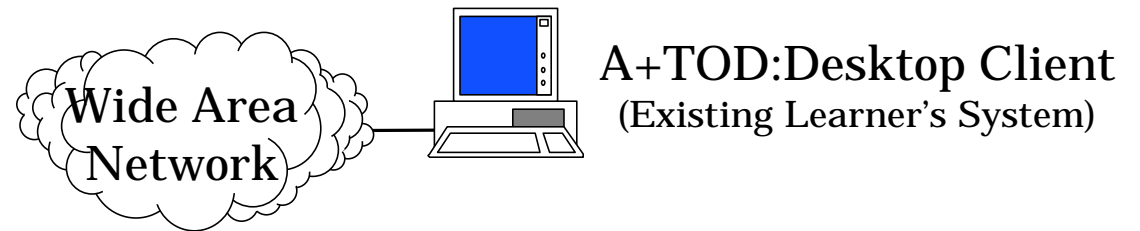
- ▼ Customer need**
- ▼ Content**
- ▼ Instructional requirements and design methodology**
- ▼ Information structuring discipline – granularity**
- ▼ Desktop search and display (client)**
- ▼ Enterprise-wide database (manager)**
- ▼ Network client/manager connectivity**
- ▼ Media storage/delivery (client or server)**



Delivery and Management Architecture



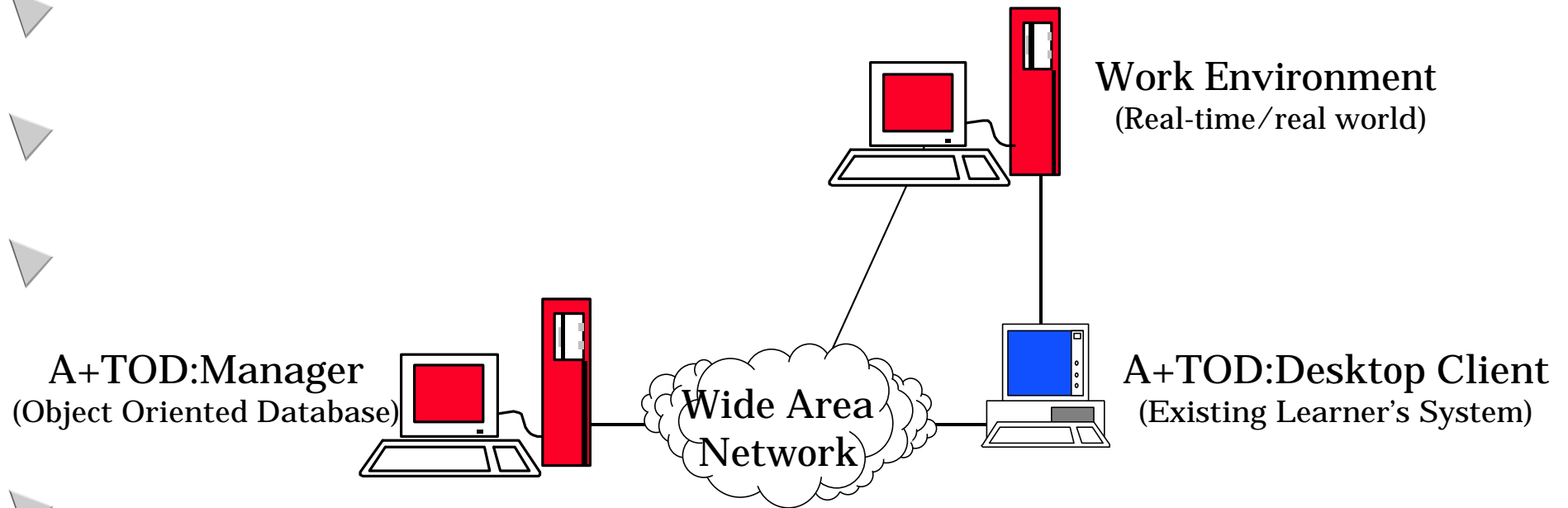
Delivery and Management Architecture



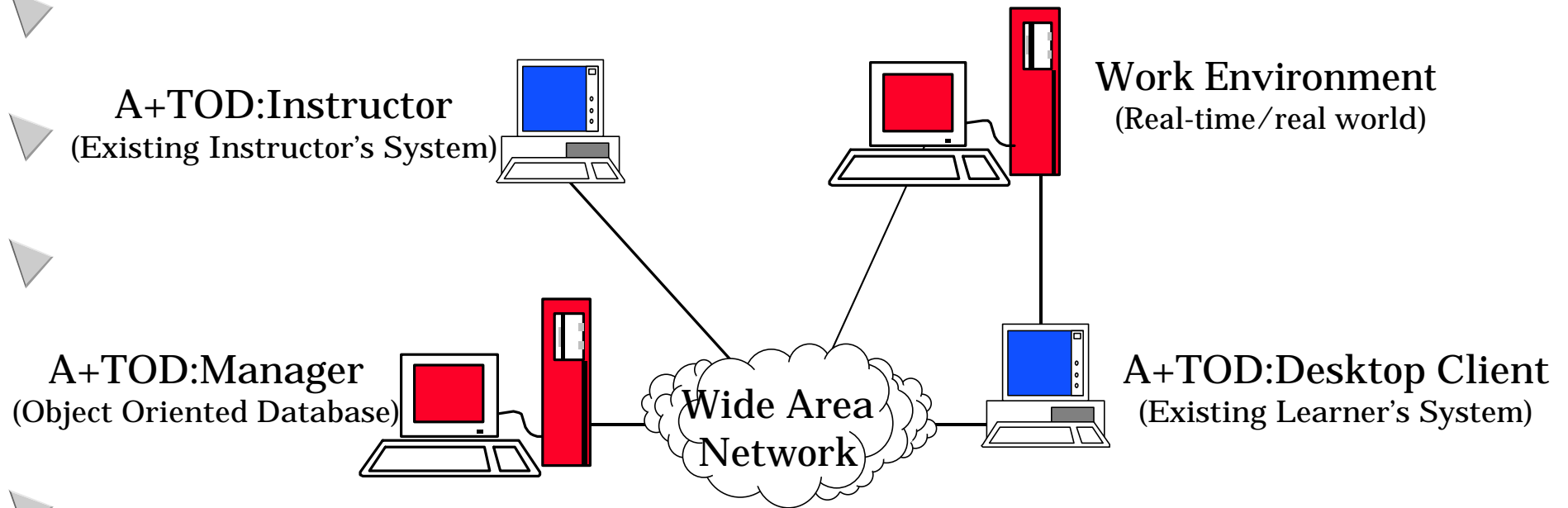
Delivery and Management Architecture



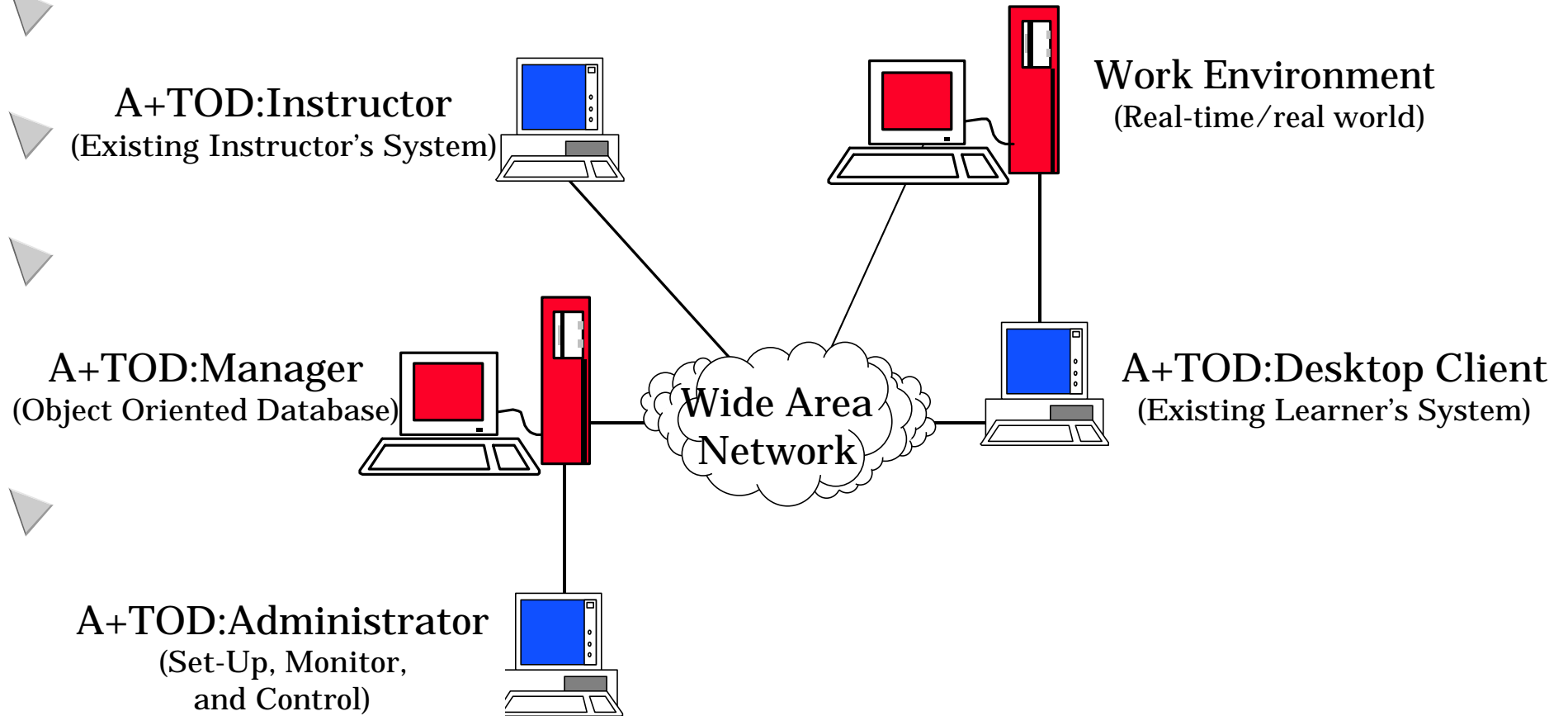
Delivery and Management Architecture



Delivery and Management Architecture



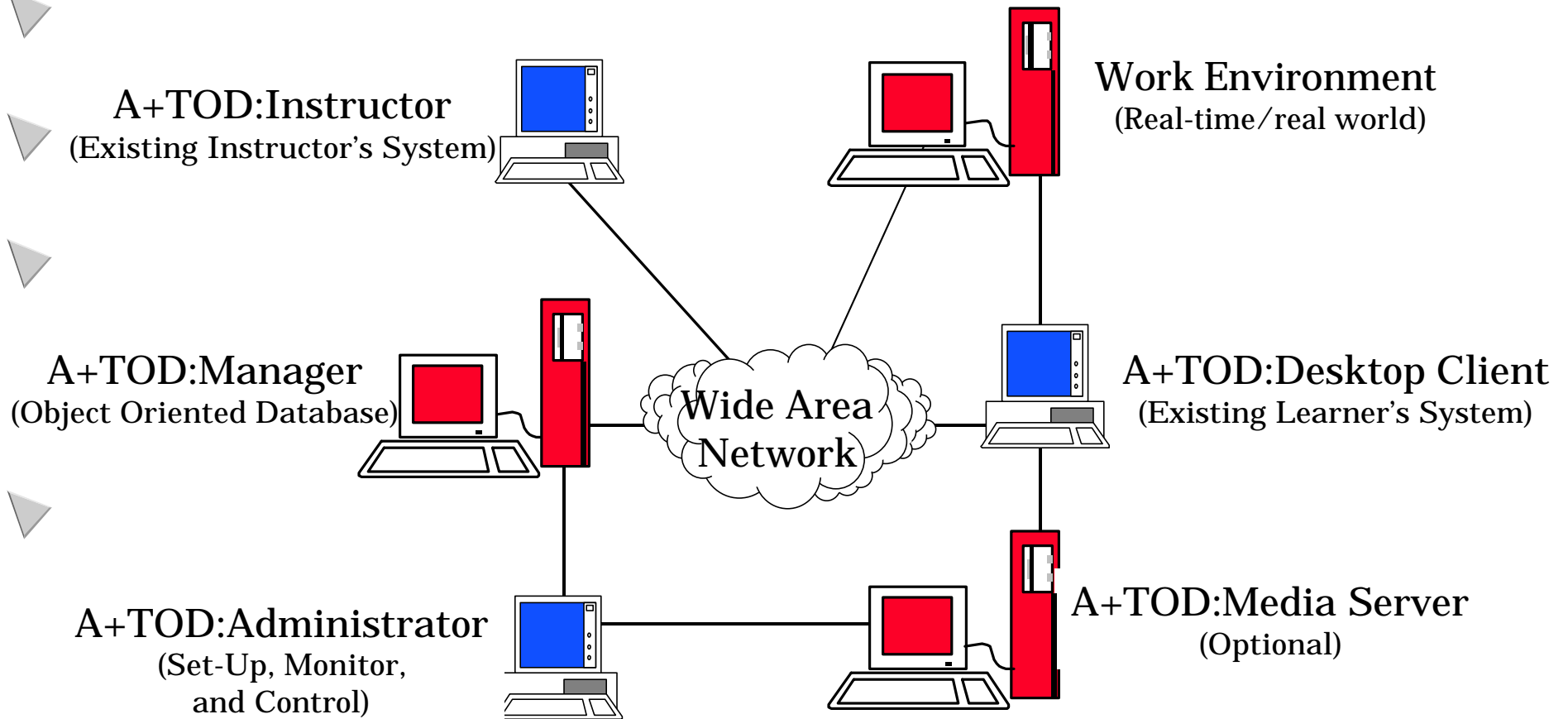
Delivery and Management Architecture



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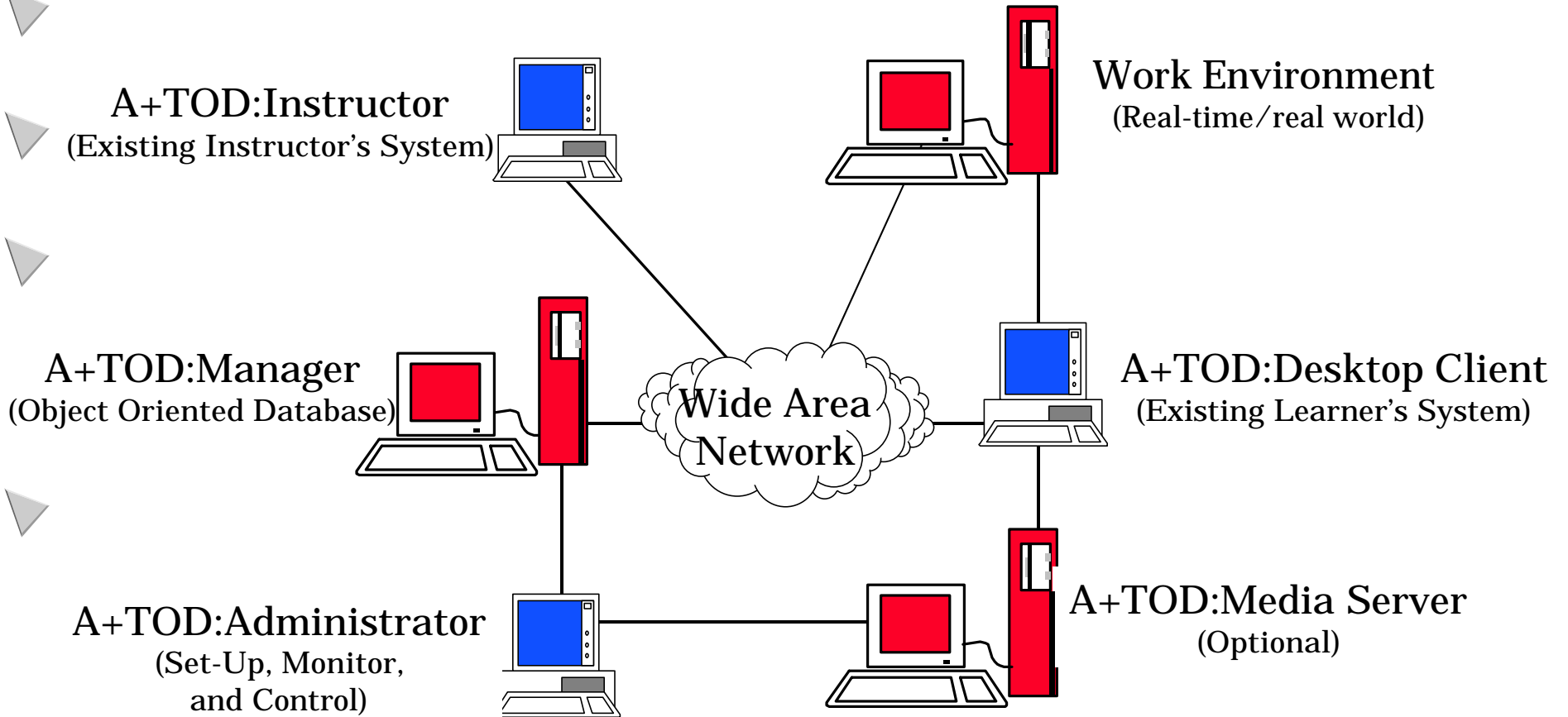
Delivery and Management Architecture



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Delivery and Management Architecture



Red boxes are server sales opportunities



Solution Benefits



Solution Benefits

- ▼ **Learner specific (customized)**
- ▼ **Job/task specific**
- ▼ **Effective**
- ▼ **Timely**
- ▼ **Convenient time/place for learner**
- ▼ **Minimize travel, time off job, *etc.***
- ▼ **Trackable/measurable/repeatable**
- ▼ **Maintainable**
- ▼ **Expandable**



Project Strategy and Status



Business Strategy

- ▼ **Integrate overall Amdahl Knowledge Transfer umbrella framework**
- ▼ **Grow Training On Demand from existing base**
 - **Discipline**
 - **Content**
 - **Technology**
- ▼ **Meet real internal Amdahl business needs now**
- ▼ **Partner on select one-off customer needs**
- ▼ **Evolve general business opportunity**



Potential Amdahl Content

▼ Technical

- A+EDMI (external and internal customers)
- NT
- ISM

▼ Consulting practice methodology

▼ Management/Process

- AIM
- Personnel

▼ Marketing/Sales



Implementation/Deployment Options

- ▼ **Service offering within the Amdahl corporate IntraNet network “firewall”**
- ▼ **Dedicated training machines in Amdahl Solution Centers controlled by enterprise-wide manager**
- ▼ **Service offering to external customer over the public Internet**
- ▼ **Dedicated “turn-key” training machine on external customer premises**
- ▼ **Distribution channels and licensing**



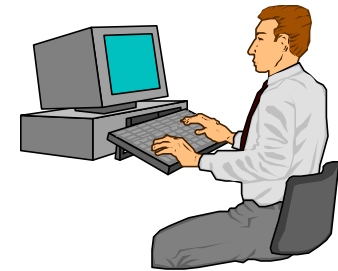
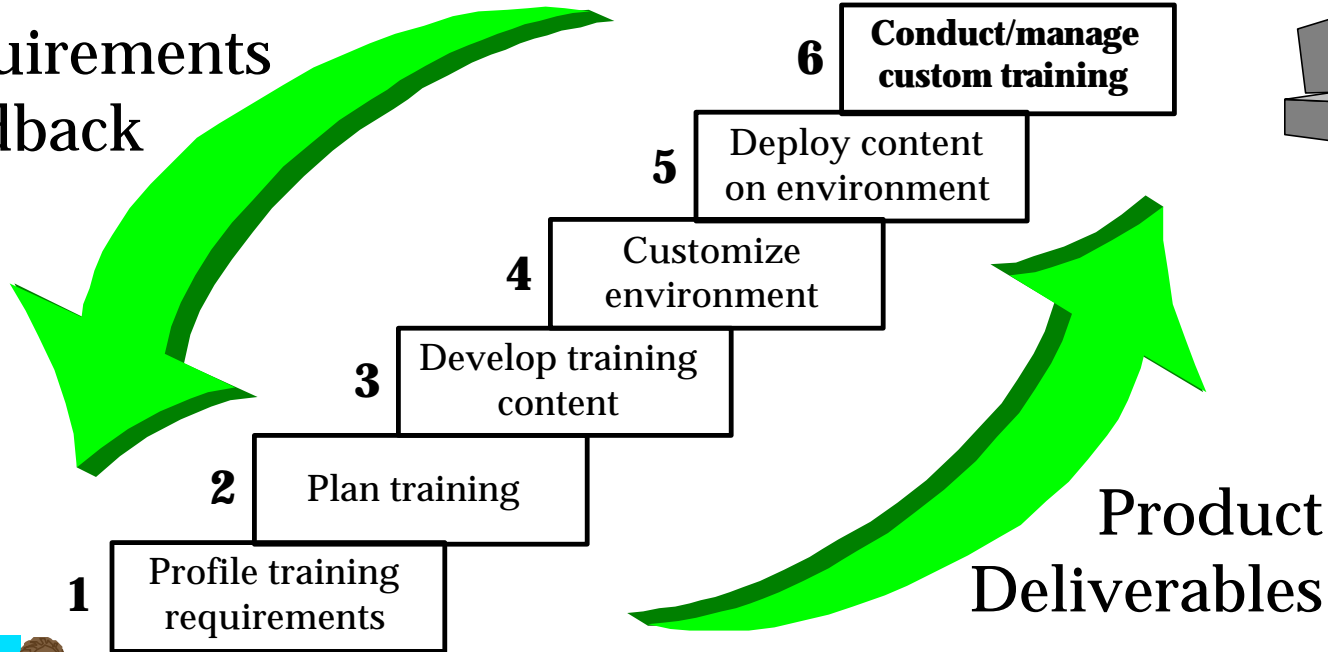
Project Status

- ▼ **Developed comprehensive architecture**
- ▼ **Adopted instructional design methodology and course-building tools**
- ▼ **Designed and built instructor-led courses**
- ▼ **Converted first Amdahl courseware (A+EDMI) to multi-media CD-ROM**
- ▼ **Built and demonstrated prototype**
- ▼ **Negotiating with content providers**
- ▼ **Conducting unit tests of components**
- ▼ **Planning internal Amdahl roll-out in 3Q96**

Training on Demand Steps to Success Summary

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Requirements
Feedback



Product
Deliverables

