

■ Learning Services

eLearning

“Learn what you need, when you need, where you need...”



Why eLearning?

Training is vital to user communities – to support them in adopting new technology and processes in a timely manner.

Experience tells us that in many organizations the costs and time involved in providing user level training for their community exceeds the time and budget available to them. Scheduling employees to attend instructor-led training is challenging – training needs to be timely and relevant to participants to ensure retention.

eLearning is designed to be available to your user community from their desktop anytime - 24 hours a day, 7 days a week. There is no need to schedule time away from daily activities or incur travel expenses.

The Solution:

Open Text Corporation's methodology and approach to eLearning courseware development incorporates the following:

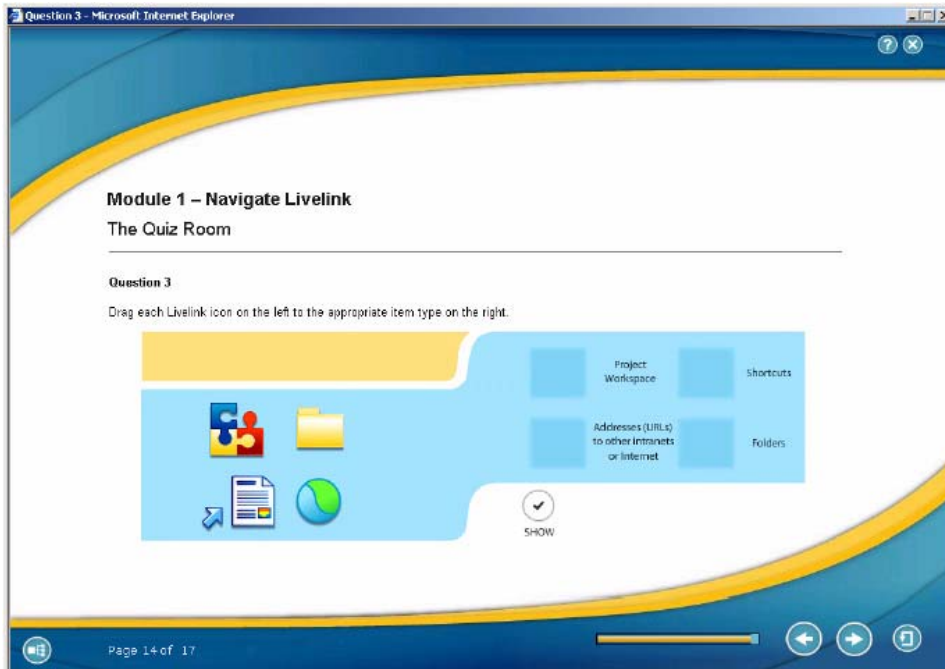
- Show Me
- Tell Me
- Let Me Try It
- Quiz Me

Our solution utilizes a mixture of photographic and illustrated imagery, animations, software simulations and audio components to impart the training's learning objectives. It was developed as a means to support the 'average' user in their need to perform various activities within the Livelink ECM environment. Due to the nature of eLearning, the offerings have been designed such that a user can work through the tasks in 2 hours or less. Typically a user is no more than 3 clicks away from a topic, and all topics are available from the main menu.

Our eLearning offerings were developed to reflect the industry norm of the 80/20 rule of software use. Industry studies have determined that 80% of users take advantage of 20% of the functionality of any software package.

Benefits:

- **No previous exposure to Open Text ECM solutions, principles or concepts required.**
- **Designed for ease of use.**
- **'Just in time' training for your user community.**



Accessing Open Text eLearning:

Open Text eLearning is available over the Internet via Open Text's hosted eLearning site. eLearning content can also be delivered to you on CD for installation on a network server or local machines. For customers with a Learning Management System (LMS), Sharable Content Object Reference Model (SCORM) – compliant content makes for easy integration.

Services & Offerings:

Recognizing that no two organizations' requirements are the same, Open Text has developed a number of eLearning services and offerings:

- **eLearning 'Content'** – SCORM-compliant content that can be installed on users' desktops or plugged into your in-house LMS (for a list of available Livelink ECM content, please refer to the eLearning Content Fact Sheet).
- **Deployment Services** designed to integrate eLearning content with your LMS.
- **Hosted eLearning** – let us do the work! All your users need is a browser and a password.
- **Self-paced** eLearning works best in a corporate culture with 'knowledge workers' taking the initiative. Open Text can assist you with the necessary change management processes in order to establish such a self-paced learning culture – encouraging users to exploit the benefits of eLearning.

Rapid eLearning:

In addition to our extensive standard eLearning program, we offer '**Rapid eLearning**' for situations where time and cost effective development is critical to your business.

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Open Text utilizes state-of-the-art technology & methodology to provide:

- SCORM compliant content;
- Custom tailoring – tailored to the needs of your users using Open Text solutions deployed within your company;
- Immediacy – ready to use with a simple web-browser;
- Modularized content that can be expanded, localized or integrated into LMS platforms for future requirements.

How to begin:

For more information about any of these services please contact Training@OpenText.com (North America) or Training_Europe@OpenText.com (EMEA).



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If you are an Open Text partner or customer, visit online.opentext.com for more information about this and other Open Text solutions.

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