IBM

Lotus. software

IBM Lotus Workplace Collaborative Learning 2.0

Highlights

■ *Enables "just in time" informal learning by integrating online access to people and information on the desktop*

■ *Streamlines the management of training programs, resources and courseware with robust administrative, authoring and reporting tools*

■ *Helps meet ever-changing regulatory compliance challenges with certified courseware and comprehensive tracking and reporting capabilities*

■ *Optimizes worker productivity by identifying user skill gaps and providing proactive training programs tailored to individual needs*

■ *Lets employees train at their own pace — for example, new product introduction or new-hire training — without leaving their desks*

■ *Encourages continuous skills development by making learning integral to employees' everyday work routines*

■ *Lowers costs by reducing training expenses and reusing standards-based courseware*

■ *Delivers a variety of learning experiences to groups of students, wherever they are located, and measures student performance*

■ *Empowers employees to manage their individual training activities and customize their personal learning environment to fit their job role and responsibilities*

Effective, enterprise-wide training is critical to updating employees about the latest technologies and company policies. Vital to developing and retaining a competent workforce. And key to staying competitive by enabling your employees to provide high-quality customer service. You need a simple, cost-effective and comprehensive training solution that makes learning convenient for employees. A solution that leverages your current learning resources and courseware and meets the unique needs of your staff.

IBM Lotus® Workplace Collaborative Learning 2.0 is a full-featured, flexible and standards-based learning management system that lets you customize, deliver and manage enterprise learning programs more efficiently than ever. The 2.0 release of Lotus Workplace Collaborative Learning introduces powerful skills management tools to help identify an employee's skills and training needs to help managers create individualized employee development training programs. It also includes improved performance and scalability, tighter integration with Lotus Workplace products and expanded platform support. Lotus Workplace Collaborative Learning integrates with other Lotus Workplace products to provide enhanced collaboration and online access to people, information and processes.

From one centralized portlet-based user interface, students can manage their training activities and access courseware information. Administrators can organize and manage all learning-related resources, courseware and activities across the enterprise using powerful administration and reporting tools. And you can integrate your learning software with other Lotus Workplace products to enhance internal communication and help your employees become more productive.

Reduce costs by leveraging existing Lotus software investments

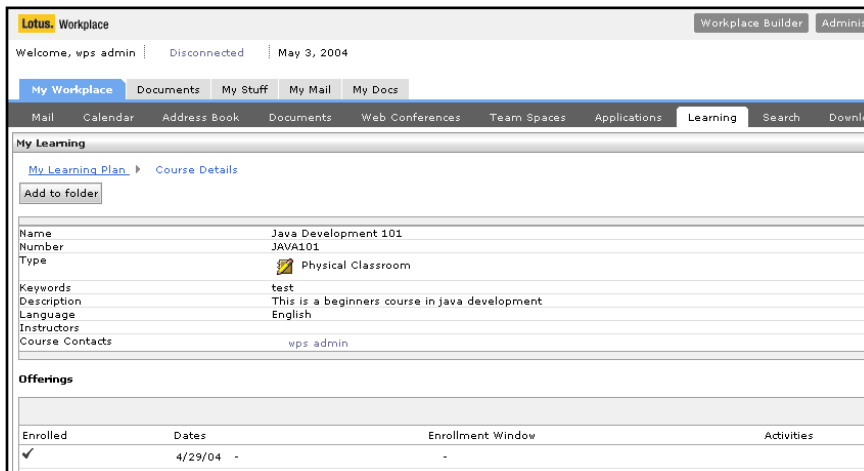You can easily integrate your existing Lotus Virtual Classroom software with Lotus Workplace Collaborative Learning software to deliver real-time virtual classroom sessions. And if you have Lotus Instant Messaging and Web Conferencing and IBM Lotus Domino®, you can incorporate chat and threaded discussion capabilities as part of your learning environment, delivering a more collaborative and engaging learning experience to students.

With Lotus Workplace Collaborative Learning software, IBM continues to support industry standards like Shareable Content Object Reference Model (SCORM) and Aviation Industry CBT Committee (AICC). So you can further control costs by reusing your existing standards-compliant, third-party courseware and courses you've created in-house.

Integrate with Lotus Workplace to deliver real-time access to collaboration

Lotus Workplace Collaborative Learning software is designed to integrate easily with the Lotus Workplace environment, which enables collaboration and simplified access to people, information and business processes. Lotus Workplace Collaborative Learning 2.0 can be integrated with other Lotus products to provide powerful collaborative tools such as instant messaging, discussion threads, calendaring and online chats.

Integration with Lotus Workplace Messaging provides calendar integration and the ability to send notifications to a user's e-mail inbox. Adding Lotus Workplace Team Collaboration enables students to use instant messaging during online courses. Instant messaging tools can encourage collaboration among employees, enabling them to learn and work more efficiently and interactively. For instance, a customer service representative can quickly access a training module about a new product-return policy, query a coworker about it while on the phone with a customer — without missing a beat.

Students are able to research course availability and register for a class from their My Learning portal.

Create custom courses to distribute vital company data—without programming

Lotus Workplace Collaborative Learning software includes an easy-to-use authoring tool. You and other subject-matter experts can design custom courseware to train specific groups of users without learning complicated programming skills or software. The authoring tool lets you launch new products, technology and business procedures, as well as capture and disseminate information about policies, procedures and best practices. You can track and score your custom courseware and use it in tailored learning plans. Creating custom courses lets you propagate internal knowledge efficiently and helps improve employee effectiveness and productivity.

Give mobile workers access to learning resources, regardless of location
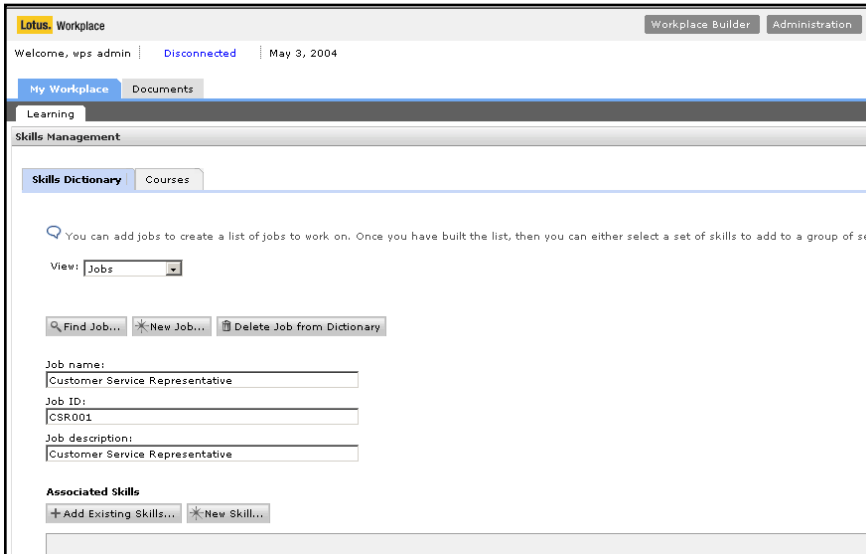
Employees can take classes while offline, then upload their progress and scores to the system when they reconnect to the network. This helps employees best use their time by allowing them to learn when and where it's convenient. Which is especially helpful for remote and mobile employees and workers with low-band-width systems. Offline learning can also help save money because your remote and mobile workers don't have to travel to the office or find a network connection to access learning tools.

Customize your learning solution to suit employee needs

Lotus Workplace Collaborative Learning software enables you to set up profiles to support the specific needs of multiple employee groups. One learning system can provide a different look and feel for each student population and meet the needs of multiple user audiences. For example, you can implement a Java™ certification program for Java programmers and an OSHA-compliance program for field workers. You can also create user profiles for every job function or interest in your company, such as customer service, finance or new employee. Users assign themselves relevant profiles that dictate what learning opportunities are required and available to them. For example, a newly hired account executive can choose the new employee profile, the management profile and the general profile to be included in all courses relevant to the position.

Selecting profiles will also populate user interfaces with recommended courses and curricula and limit catalogs to relevant courseware to simplify and speed searches. And managers can use profiles to automatically enroll their employees into appropriate, pertinent or related courses. For example, the finance manager can enroll all financial department employees as a group in a course about new Securities and Exchange Commission regulations. This profile system helps make curriculum management more efficient for your entire staff.

Users can set personal preferences to further customize their learning environments. For example, sales representatives in France can display their user interfaces in French, configure their calendars to the European format and set the appropriate time zone. Tailoring the learning environment specifically to employee preferences can help increase user productivity and employee satisfaction.

The Skills Dictionary allows managers to identify needed skills and learning plans for specific job roles.

Give employees efficient desktop access to enterprise learning

Lotus Workplace Collaborative Learning software empowers students to manage their own learning objectives. Employees with a sense of control in their career paths may be encouraged to learn more. Employees can manage their learning activities directly from their desktops, including the ability to:

- *Select an appropriate user profile to follow the most relevant learning path.*
- *Create and manage personal learning folders to store and quickly access important courseware.*
- *Enroll in a course from a recommended list based on profile information.*
- *Display course details to get in-depth descriptions.*

- *Access detailed information about scheduled learning activities.*
- *Launch a self-paced course.*
- *View progress in courses, certificate programs and curricula.*
- *Access relevant, learning-related announcements.*

Making practical learning resources more readily available to employees helps them learn more quickly and efficiently. Lotus Workplace Collaborative Learning eliminates barriers to high-quality training — like travel costs and limited access to courseware — resulting in greater potential for measurable return on your investment. And because they don't have to leave the office to attend off-site training courses, your employees can remain productive while they learn.

Empower employees to improve their skills

New skills management tools introduced with Lotus Workplace Collaborative Learning 2.0 assist managers with performing skills gaps analyses for their employees. After you've identified the areas where employees need to boost their knowledge or skill sets, you can suggest the appropriate training so they can apply course study to areas where improvement is needed or accelerate their move to a higher job responsibility. When your employees are educated about your company, industry regulations, the latest technology and other essential skills, they can become more responsive, effective workers.

Empowered, highly skilled employees can help your company stay ahead of the competition. Equipping employees to perform their jobs more effectively can contribute to better morale and, in turn, increase chances for talent retention. And retaining qualified employees helps lower human resources costs. Student self-management also helps reduce your administrative burden and IT management costs.

Promote ongoing development by fusing learning with work

Integrating online learning resources into a comprehensive, one-stop workplace can help your employees become accustomed to learning new information on a daily basis. Knowledge transfer is convenient and becomes a standard part of their work-days, so they can continually improve their skills. Ongoing learning helps your staff become more effective in their assigned roles and more responsive to marketplace changes and customer demands. So your organization can remain ahead of the competition.

Manage your training program efficiently

You can manage all your organization's training programs and activities right from your desktop, which can vastly improve your training depart-ment's efficiency. Lotus Workplace Collaborative Learning software gives you robust administrative capa-bilities, including overseeing student enrollments, tracking student progress, scheduling classroom-based sessions, building and maintaining a course library, and distributing student notifications and alerts.

Track student progress and maintain regulation compliance

Industry and government regulation pressures often spur customer interest in learning management systems, because it requires organizations to track and report about training activities. The robust reporting tool built into Lotus Workplace Collaborative Learning 2.0 lets you track user learning participation and success rates. You can generate standard and customized reports about learning activities, resource and courseware utilization, and student transcripts.

The tool includes efficient features like report distribution, off-time scheduling and publishing to standard formats, including Adobe Acrobat Portable Document Format (PDF). With these robust reporting features, you stay abreast of your entire team's progress.

Reporting is essential if government or industry regulations require your employees to complete certain courses to help move toward company compliance or maintain certification levels. By tracking employee participa-tion and completion of required courses, your company can remain in compliance and avoid penalties. In addition, customers can take advan-tage of certified courseware from IBM Business Partners to deliver corporate-wide training on new regulations such as Sarbanes-Oxley.

Training programs with measurable results achieved through comprehen-sive tracking and reporting enable your organization to meet new market demands, introduce new products and programs, and help employees learn and adopt corporate best practices. These capabilities help improve employee responsiveness to customers, which can lead to increased customer satisfaction and, ultimately, increased revenue.

Offer multiple training methods to help employees manage their workloads

Limiting your employees to only classroom learning can interrupt their schedules and focus. It's better to offer a choice of training delivery options. Lotus Workplace Collaborative Learning software supports blended learning, a combination of formal instructor-led classroom training and informal learning sessions, computer-based training, self-paced instruction and just-in-time learning. Formal classroom learning is appropriate when student and instructor interaction is essential to the learning process. But self-paced learning gives students the flexibility to choose the courses they need and to take them when it's less disruptive to their work schedules.

When students are giving a course their full attention — instead of thinking about work they need to complete — they're more likely to retain the information presented. And using a single-vendor solution to meet your enterprise learning needs is less expensive and easier to support than several *piece-part* solutions from multiple vendors. Lotus Workplace Collaborative Learning delivers a blended learning experience that can take advantage of other Lotus software you may already own to provide a rich, collaborative, interactive learning environment that engages students.

Help staff respond quickly to business situations with just-in-time learning

Typical training programs operate by teaching students about topics in case they might need the information in an undetermined timeframe, for an undefined purpose. Lotus Workplace Collaborative Learning software supports just-in-time learning, enabling students to access specific learning resources at the moment they need it. So they can answer customer questions, perform critical tasks immediately by accessing various materials from their desktops — without having to pass the tasks to more qualified colleagues. Giving employees just-in-time learning resources enables them to respond more quickly to business situations, increasing their productivity and job effectiveness.

Leading-edge services and solutions — available whenever and wherever you need them

Choosing Lotus software from IBM means you have access to the vast on demand resources available through the global team at IBM Software Services for Lotus (ISSL) and our network of qualified IBM Business Partners. We're here to help you quickly maximize the capabilities of and speed return on your Lotus software investments. Through expert consultation, in-depth understanding of Lotus technologies, custom application development, real-world experience and knowledge transfer, ISSL and an IBM Business Partner can help you turn your IT investments into quantifiable business value. To learn more, visit

ibm.com/lotus/services
ibm.com/lotus/partner

Upgrade to a comprehensive learning solution from a trusted vendor

IBM Lotus Workplace Collaborative Learning 2.0 software gives you a streamlined, cost-effective way to develop, deliver and manage your training program. You can empower employees to regularly improve their skills with customized, readily available learning tools. Help employees become more productive by integrating easy-to-use e-learning resources with collaborative tools.

And help lower your total cost of ownership by reusing existing investments. All of which can help your company become more responsive, competitive and potentially more profitable. IBM has the global services, stability and technical resources to deliver innovative, cost-effective e-learning solutions to meet your unique requirements today. And the requirements you may have in the future. So when you choose a Lotus learning management system from IBM, you can be confident you're making a long-term investment that will be supported and protected.

For more information

To learn more about IBM Lotus Workplace Collaborative Learning software, visit

ibm.com/lotus/workplace

IBM Lotus Workplace Team Collaboration 2.0 at a glance

Server software requirements

Supported server operating systems

One of the following operating systems is required on the computer where Lotus Workplace products will be installed:

- Microsoft® Windows® 2003 Standard Edition
- Microsoft Windows 2003 Enterprise Edition
- Microsoft Windows 2000 Server with Service Pack 4
- Microsoft Windows 2000 Advanced Server with Service Pack 4
- Red Hat Enterprise Linux AS 32-bit Intel® (x86) 2.1
- SuSE Linux Enterprise Server 32-bit Intel, Kernel Version SLES 8.24
- IBM AIX®, Version 5.1 with Maintenance Level 4
- IBM AIX, Version 5.2

Supported IBM WebSphere Application Server versions

- IBM WebSphere® Application Server Enterprise, Version 5.0.2.3

Note: If WebSphere Application Server is installed prior to the Lotus Workplace installation, but WebSphere Portal is not installed, you have the option to use the installed WebSphere Application Server. However, installing a new copy of WebSphere Application Server (provided with the WebSphere Portal installation that is part of Lotus Workplace installation) is recommended.

Supported IBM WebSphere Portal versions

- IBM WebSphere Portal Enable for Multiplatform, Version 5.02.1

Note: You can install IBM WebSphere Portal as part of the Lotus Workplace product installation, or you can install Lotus Workplace products over an existing WebSphere Portal installation.

Supported storage databases

Lotus Workplace includes IBM DB2® software, licensed for use only by Lotus Workplace products. The database must be installed prior to the Lotus Workplace installation.

- IBM DB2 Universal Database™ Workgroup Server Edition, Version 8.1 with Fix Pack 4a
- IBM DB2 Universal Database Enterprise Server Edition, Version 8.1 with Fix Pack 4a (provided with the Lotus Workplace CD-ROM set)
- Microsoft SQL Server 2000 with Service Pack 2 (Learning Management and Learning Delivery servers only)
- Oracle 9.2.0.4
- IBM Cloudscape™, Version 5.1.36

Supported HTTP servers

- IBM HTTP Server, Version 1.3.26 and Version 2.0.42.1
- iPlanet Web Server Enterprise Edition 4.1, Service Pack 7, 8 or 9
- IBM Lotus Domino® Enterprise Server (as a Web server) 5.0.9a, 5.0.12, 6.0.2
- Microsoft Internet Information Services (IIS) 5.0
- Sun ONE Web Server (formerly iPlanet), Enterprise Edition 6.0 Service Pack 4
- Apache 1.3.20
- Apache 1.3.26

Supported LDAP directories

Lotus Workplace products require one of the following Lightweight Directory Access Protocol (LDAP) directory servers. A directory server must be installed and configured prior to the Lotus Workplace installation. The directory server can be on the same computer as the Lotus Workplace products or on a separate computer.

- IBM Directory Server, Version 4.1 with Fix Pack 2
- IBM Directory Server, Version 5.1 with Fix Pack 1 (provided with the Lotus Workplace CD-ROM set)
- IBM Lotus Domino, Version 5.0.11 or later and Version 6.5
- IBM Domino Directory Assistance, Release 6.5 — federate multiple Domino directories (NABs) only
- Microsoft Active Directory 2000
- Novell eDirectory, Version 8.7
- Sun ONE Directory Server, Version 5.1 with Fix Pack 3

Client software requirements

Supported client operating systems
- Microsoft Windows 2000 Professional with Service Pack 2 or later
- Microsoft Windows XP
- SuSE Linux Desktop (SLD), Version 1.0
- Red Hat Enterprise Linux WS, Version 3.0 Update1

Supported browsers
- Microsoft Internet Explorer 5.5 with Service Pack 2 on Windows 2000 with Microsoft Java™ Virtual Machine (JVM) 1.1
- Microsoft Internet Explorer 6.0 with Service Pack 1 on Windows 2000 and Windows XP with the Sun Solaris plug-in version of Java Virtual Machine (JVM) 1.4.2
- Netscape Mozilla 1.4 on Linux with the Sun Solaris plug-in version of Java Virtual Machine (JVM) 1.4.2
- Netscape 6.2 or later on all supported platforms*

Supported rich client editions
- Windows 2000 and Windows XP
- SuSE Linux Desktop (SLD), Version 2.0 (within 90 days of SLD eGA)
- Red Hat Enterprise Linux WS, Version 3.0 Update1-Kernel: 2.4.21-9, Compiler: gcc 3.2, glibc: 2.3.2
- Java Development Kit (JDK) and Java 2 Platform, Enterprise Edition (J2EE), Version 1.4.1
- Linux Desktop and Windows manager, Gnome Version 2.2

* Applies to Lotus Workplace Collaborative Learning only.