

# INDEX

## A

- access tools, 158
- accountability, increasing within training industry, 35
- analyzing skill gaps, 135
- applications, components of Internet learning solution architectures, 159
  - business operations, 159–161
  - content management, 162–164
  - delivery management, 164
  - learning management services, 165–166
- assembler services, 163
- assessing
  - CCIE certification program
    - benefits to candidates*, 50
    - benefits to employers*, 49
  - Cisco Networking Academy students, 81
  - Internet learning programs, build versus buy options, 150–151
  - learning needs, skill gap analysis, 135
- assessment tools, 48

## B

- BearingPoint approach to e-learning engagement, 137
- benefits
  - of certification to employers, 110–111
  - of Cisco Networking Academy Program to Cisco Systems, 83–84
- broadcast video over IP, 39
- build versus buy options, assessing for Internet learning programs, 150–151
- building extended enterprises, 105–106

## C

- “Can the Internet Help Solve America's Education Problems?”, Lessons from the Cisco Networking Academies" study, 82
- case studies, Internet learning solutions
  - content-delivery networks, 167–169
  - management collaboration, 171
- CCIE certification program, 48
  - benefits to candidates, 50
  - benefits to employers, 49

**CDNs, case study, 167–169**

**certification programs**

- benefits to employers, 110–111
- CCIE, 48–50
  - benefits to candidates, 50*
  - benefits to employers, 49*
- Cisco Partner Program
  - certification, 119–120
  - launching, 122–123
    - development phase, 123–130*
  - neutral, 118
  - sponsoring, 118

**change management, e-learning as function of, 137**

**channel partners, 96**

- Cisco Partner Specialization program, 97
- feedback concerning PEC, 101–102
- learning challenges of, 98

**choosing e-learning projects, 137–139**

**Cisco IP/TV Question Manager, 170**

**Cisco Networking Academies Program, LDC initiative, 85–86**

**Cisco Networking Academy Program, 78**

- assessment tasks, 81
- background, 79
- benefits to Cisco Systems, 83–84
- curriculum, 80
- impact of, 82
- in underserved communities, 82
- learning components, 80
- train-the-trainer model, 80

**Cisco Partner Program certification, 119–120**

**Cisco Partner Specialization program, 97**

**collaboration of Internet learning program managers, 171**

**content development, 44–47**

**content life cycle management, 134**

**content storage services, 163**

**content-centric e-training, 42**

**cost savings**

- from Internet learning, 97
- of e-learning programs, reseller survey findings, 52–54
- to partners from PEC, 103–105

**cost-benefit analysis of learning programs, 161**

**creating certification programs, 122–123**

- development phase, 123–130

**credibility, increasing within training industry, 35**

**cross-functional collaboration of Internet learning programs, 152–154**

**cross-functional management of learning components, 133–134**

**Crowley, Rick, 158**

**curriculum, Cisco Networking Academy Program, 80**

## D

**delivery management, 164**

**deploying**

- e-communication, 37
- learning tools, 134
- productivity cycle, 73–76

**developing certification programs, 125**

- business analysis, 123–124
- program development, 125–126
- program implementation, 127
- program management, 128–130

**distributed authoring, 135**

## E

**e-assessment, 48**

- CCIE certification program
  - benefits to candidates, 50*
  - benefits to employers, 49*

**e-communication**

- as productivity tool, 36–37
- fostering retention and motivation, 37–38
- VoIP, 39–40

**Equant merger with Sita**

- benefits to Equant, 114
- legacy network integration, 112–113
- reliance on certified engineers, 113

**e-training**

- content development, 44–47
- development model, 44
- evolution of, 41–43

**evolution of e-training**

- at Cisco, 41–43
- content development, 44–47

**expanding Internet learning pilot program, 152**

**extended enterprises, 96**

- building, 105–106

**F-G-H**

**FELC (Field E-Learning Connection), 98**

**flexibility of Internet learning programs, 155**

**functional integration of learning components, 133**

**I**

**impact of Cisco Networking Academy Program, 82**

**implementing pilot for Internet learning programs, 151**

- expanding, 152
- measuring results, 152

**increasing accountability within training industry, 35**

**initiating e-learning projects, 137–139**

**integrating**

- learning components
  - cross-functional management, 133–134*
  - deploying tools, 134*
  - functional integration, 133*
  - knowledge-sharing tools, 132–133*
- Sita and Equant legacy networks, 112–113
  - benefits to Equant, 114*
  - reliance on certified engineers, 113*

**Internet learning programs**

- aligning platform with legacy systems, 155
- build versus buy options, assessing, 150–151
- cross-functional collaboration, 152–154
- flexibility of, 155
- organizing, 142
- pilot
  - expanding, 152*
  - implementing, 151*
  - measuring results of, 152*
- preparing a case for, 143–148
- scalability of, 154
- senior management sponsorship, 148–149

**Internet learning solution**

**architectures**

- access tools, 158
- CDNs, case study, 167–169
- learning applications, 159
  - business operations, 159–161*
  - content management, 162–164*
  - delivery management, 164*
  - learning management services, 165–166*
- management collaboration, 171
- network infrastructure, 166

**ISO 9001 recertification training program, 41**

## J-K

**Johanson, Per, 113**

**just-in-time learning, 71–73**

**knowledge sharing, 132–133**

as productivity tool, 36–37  
fostering retention and motivation,  
37–38

VoIP, 39–40

**Kramer, Mark, 83**

## L

**launching certification programs,  
122–123**

development phase, 123–130

**LDC (Least Developed Countries)  
initiative, Cisco Networking  
Academies Program, 85–86**

**learner buy-in, 136**

**learner-centric training, 43**

**learning applications, 159**

business operations, 159–161  
content management, 162–164  
delivery management, 164  
learning management services,  
165–166

**learning components of Cisco  
Networking Academy Program, 80**

**learning management services,  
165–166**

**learning manager, role of, 159**

**legacy systems, interoperability with  
Internet learning programs, 155**

**line functions, 71**

## M

**managing content life cycle, 134**

**measuring results of Internet  
learning pilot program, 152**

**module centric e-training, 42**

**Murnane, Richard, 82**

**Murora, Beth, 84**

## N-O

**network infrastructure of Internet**

**learning solutions, 166**

**neutral certifications, 118**

**object mining, 163**

**organizing**

Internet learning programs, 142

*physics of success, 142*

*preparing case for,*

143–148

Internet learning projects,

localization, 145

## P

**partner certification, Cisco Partner  
Program certification, 119–120**

**PEC (Partner E-Learning  
Connection), 97–99**

cost savings to partners, 103–105

features of, 100–101

feedback from partners, 101–102

financial benefits of, 51

**performance centric e-training, 42**

**physics of success, 142**

**pilot tests for Internet learning  
programs, 148**

expanding, 152

implementing, 151

measuring results, 152

**portal centric e-training, 42**

- portals, 134**
  - PEC, 99
    - cost savings to partners,* 103–105
    - features of,* 100–101
    - feedback from partners,* 101–102
- Porter, Michael, 83**
- preparing case for Internet learning, 143–148**
  - pilot programs, 148
- productivity**
  - impact of certification on, 110
  - increasing through e-communication, 36–37
    - fostering retention and motivation,* 37–38
    - VoIP,* 39–40
  - through certification, 49
- productivity cycle, deploying, 73–76**

## Q-R

- quadrant charts, selecting e-learning projects, 138–139**
- registry services, 163**
- resellers**
  - channel partners, 96
    - Cisco Partner Specialization program,* 97
    - learning challenges of,* 98
  - Cisco Partner Program
    - certification, 119–120
    - feedback concerning PEC, 101–102
    - Walker Information survey findings, 52–54
- retention, enhancing through e-communication tools, 37–38**

## S

- scalability of Internet learning programs, 154**
- selecting e-learning projects, 137–139**
- senior management sponsorship of Internet learning programs, 148–149**
- Sita merger with Equant**
  - benefits to Equant, 114
  - legacy network integration, 112–113
  - reliance on certified engineers, 113
- skill gap analysis, 135**
- SMEs**
  - demand for, 34
  - distributed authoring, 135
- sponsoring certification programs, 118**
- stakeholders, role in launching e-learning projects, 139**
- starting e-learning projects, 137–139**
- student assessment, Cisco Networking Academy Program, 81**

## T

- tools, deploying, 134**
- Toyota productivity cycle, deploying, 73–76**
- training programs, Cisco ECDN solution, 169**
- train-the-trainer model, 80**
- Tymer, Ellie, 71**

## **U-V**

**underserved segment of Cisco  
Networking Academy Program, 82**

**VoD (video on demand), 40**  
**VoIP as e-communication tool, 39–40**

## **W-X-Y-Z**

**Ward, George, 78**  
**workflow services, 163**