

THE BEST-RUN E-BUSINESSES RUN SAP



e-Learning The Portal Approach



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SAP Learning Solutions GmbH

Agenda

Introduction

International Specifications & Standards

mySAP Learning Solutions

The Learning Object Advantage

Products already available

The Market

Positioning

Availability & Schedule

Consulting

SAP Learning Solutions

Education

New Economy = Knowledge Economy

Knowledge Workers move from project to project - taking their knowledge with them

**Job security is something remembered from the 'old days'.
Today, security lies in**

- what you know how to do,
- what you can learn to do, and
- how well you can access knowledge.

People can expect to change jobs, even careers, numerous times during their professional life.

Education continues for a lifetime.

Workers who neglect to invest in their own intellectual capital do so at their own peril, as they can no longer rely on a single set of skills for lifetime employ. (Morgan Keegan & Co., Inc.)

Knowledge

Performance measures drive our day to day activities

To achieve maximum performance, the right knowledge is needed at the right time

Knowledge is available everywhere - and still hard to find

Knowledge based decision making becomes a critical success factor

Knowledge leads to flexibility and confidence ... and power.

The ability to 'learn' is becoming the core competency for all people participating in this journey

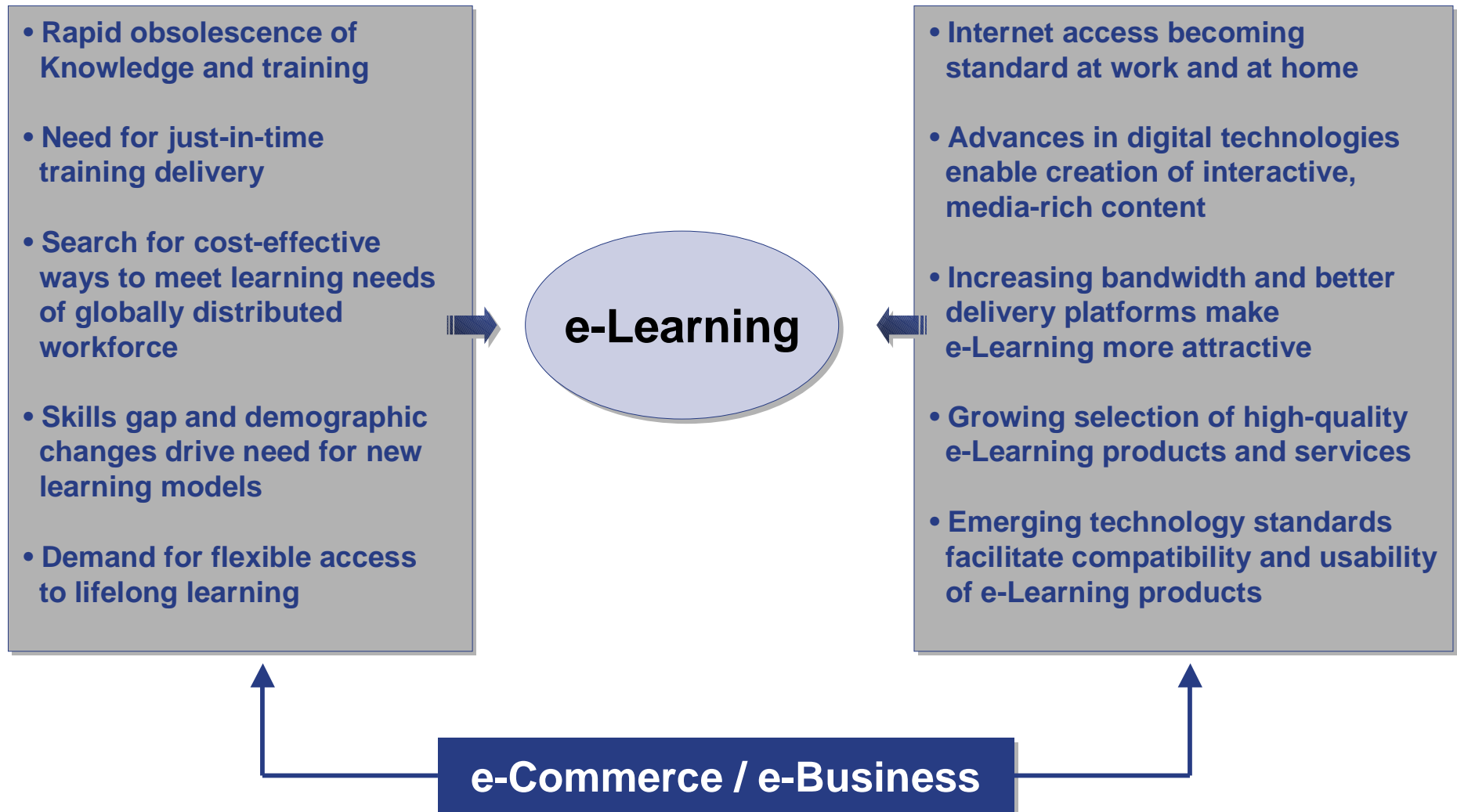
How can we control what should be learned, transfer the right knowledge to the right people, provide everyone with a personalized learning experience and manage skills level based on performance results ?

Welcome to e-Learning

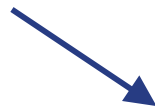
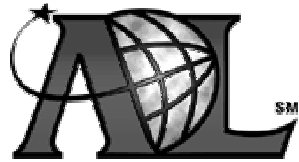
Where ...

- Qualification is delivered ,tailored to your needs‘
- Information & Knowledge is presented in an instructionally sound way
- Modularization allows for individual pace and timing
- Ad hoc learning creates an environment of flexibility
- Self-paced learning leverages the use of time
- Collaboration offers a way to tap tacit knowledge
 - ◆ Asynchronuous Learning (forums, newsgroups, etc.)
 - ◆ Synchronuous Learning (vc, chat-rooms, whiteboards, etc.)
- Learning results in
 - ◆ Improved performance
 - ◆ Sustainable competitiveness

What Is Driving e-Learning



International Specifications & Standards



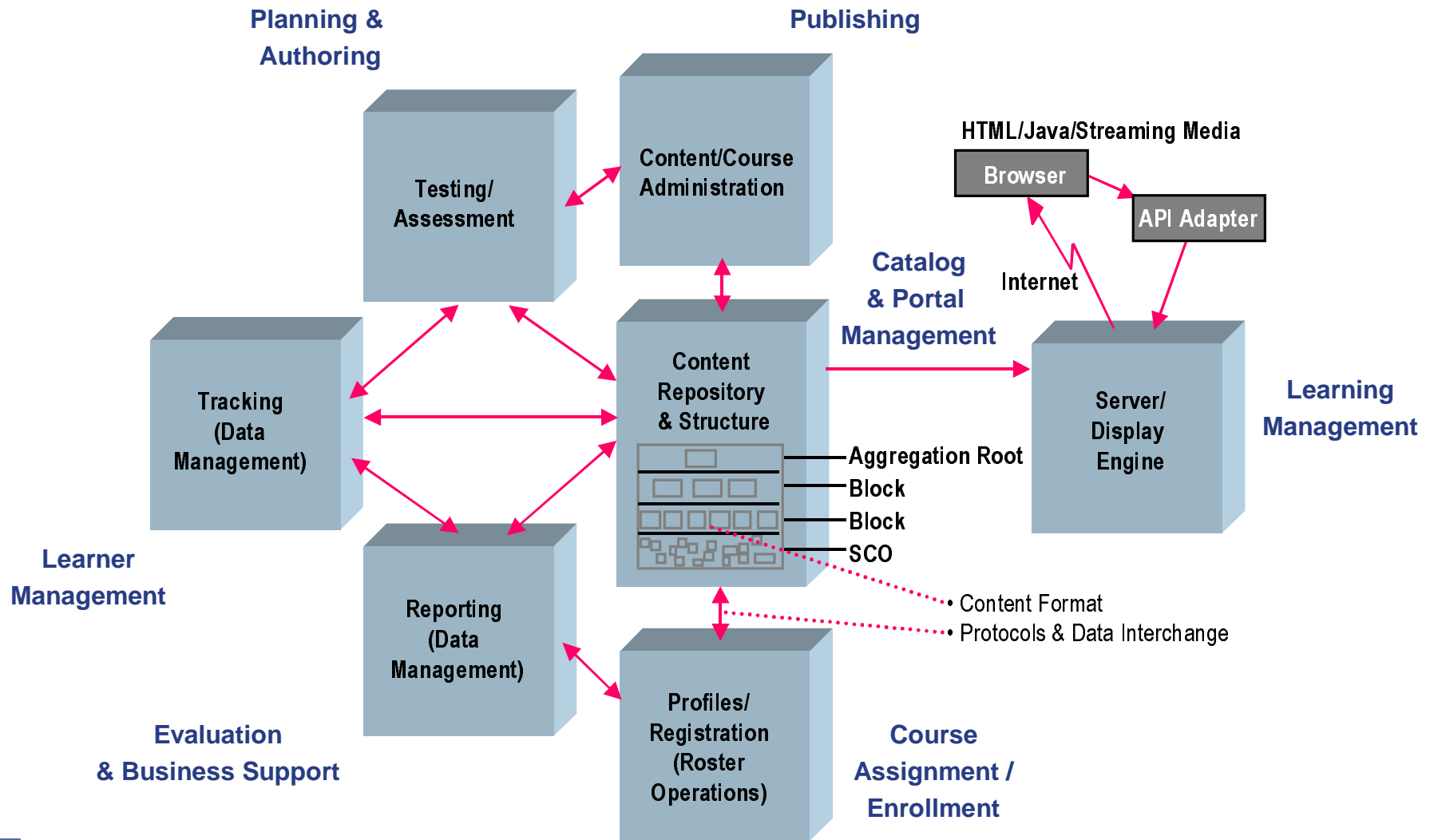
„We do not think it is too strong a statement to say that learning standards are the Holy Grail of the e-Learning industry.“
Morgan Keegan & Co., Inc



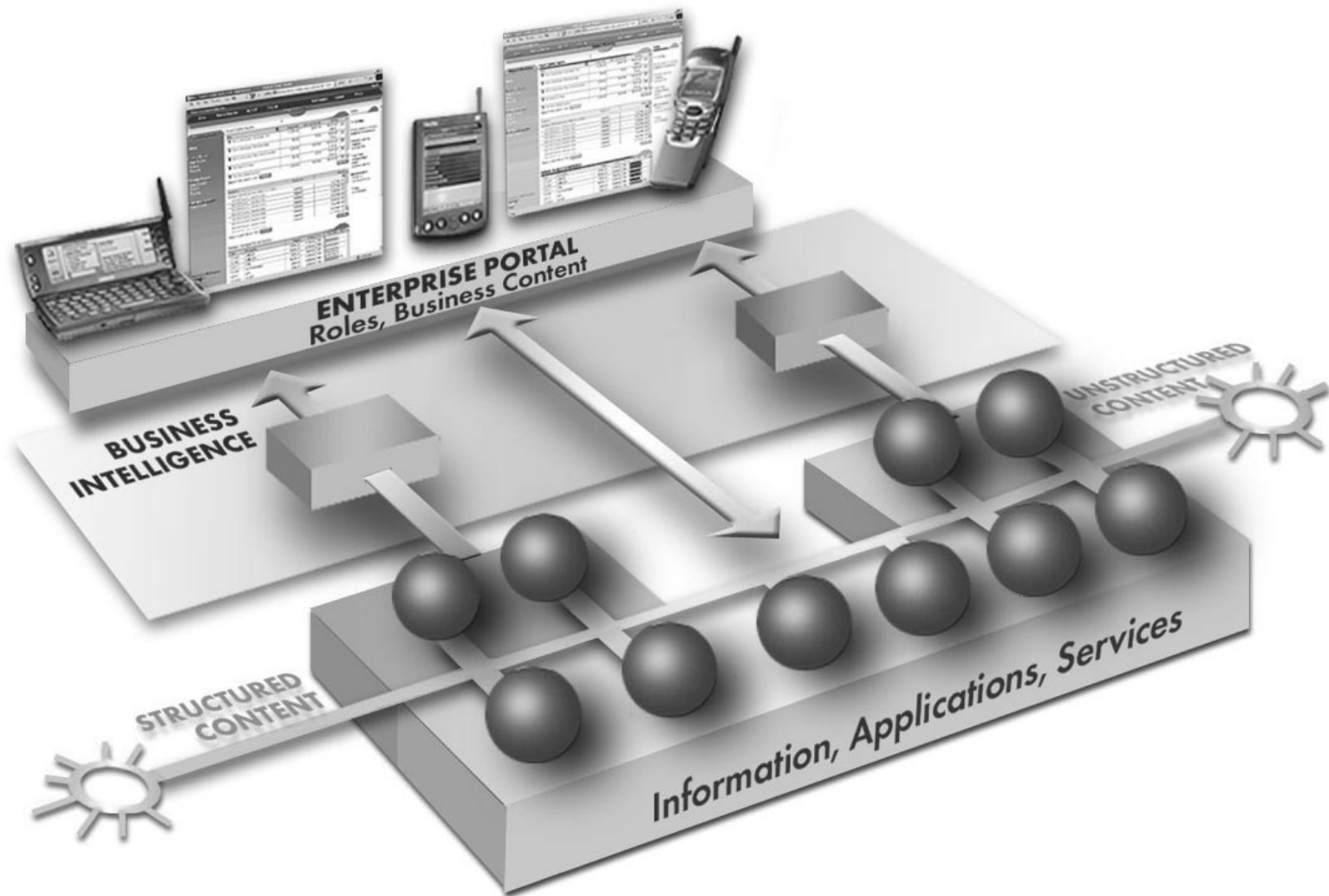
Specification

Standardization

Match to the SCORM – LMS Model



mySAP - Solutions



→ Outlook

- Mail inbox
- New mail
- Calendar
- New appointment
- Telephony
- Place a new call
- Check my calls
- Call team secretary
- Send SMS
- Company address book
- Yellow pages
- White pages

switch skin: Yellow Blue

Form Tray Layout

Google™

Text Tray Layout

[IT to make up 15 percent of the EU's GDP](#)

IDG, 11/23/2000

"Information and communication technologies contribute 15 percent of the European Commission said in its semi-annual economic forecasts published on Wednesday."

[Broken Undersea Cable Cripples Net](#)

E-Commerce Times, 11/22/2000

"Parts of the Internet ceased to function Tuesday when one of world's largest and damaged, stalling Web users around the globe. Internet traffic jams were worst in the undersea damage, but effects of the break in the intercontinental cable were also felt

[Employers, workers begin to hang up on telecommuting](#)

C/Net, 11/15/2000

"Sick of sitting in traffic and toiling in a nondescript skyscraper while the rest of the world

[Visa to lay down the law on Web security](#)

C/Net, 11/15/2000

"Visa is sending online merchants a tough message: Bulk up your Web site security or"

[The Net's Bad Apples](#)

E-Commerce Times, 11/15/2000

"The internet has certainly thrown a new wrinkle into the journalism game, ratcheting up run for their money. Of course, along with the wave of first-rate newcomers comes the Dudge Report."

Complex Tray Layout

[SAP TV](#)

[SAP Labs](#)

[SAP University](#)

[SAP University America](#)

[SAP Training Cataloge](#)



No 72 | July 2000
No 71 | June 2000

No 70 | May 2000
No 69 | April 2000

No 68 | March 2000
No 67 | Feb 2000

Simple Tray Layout

[Wholesales Inventories Up](#)
[Merrill Analyst Makes S&P 500](#)
[Pfizer Sees 25 Percent Earni](#)
[Lucent's Agere Unit Files for I](#)
[Iraq Export Obstacle Lens Fe](#)

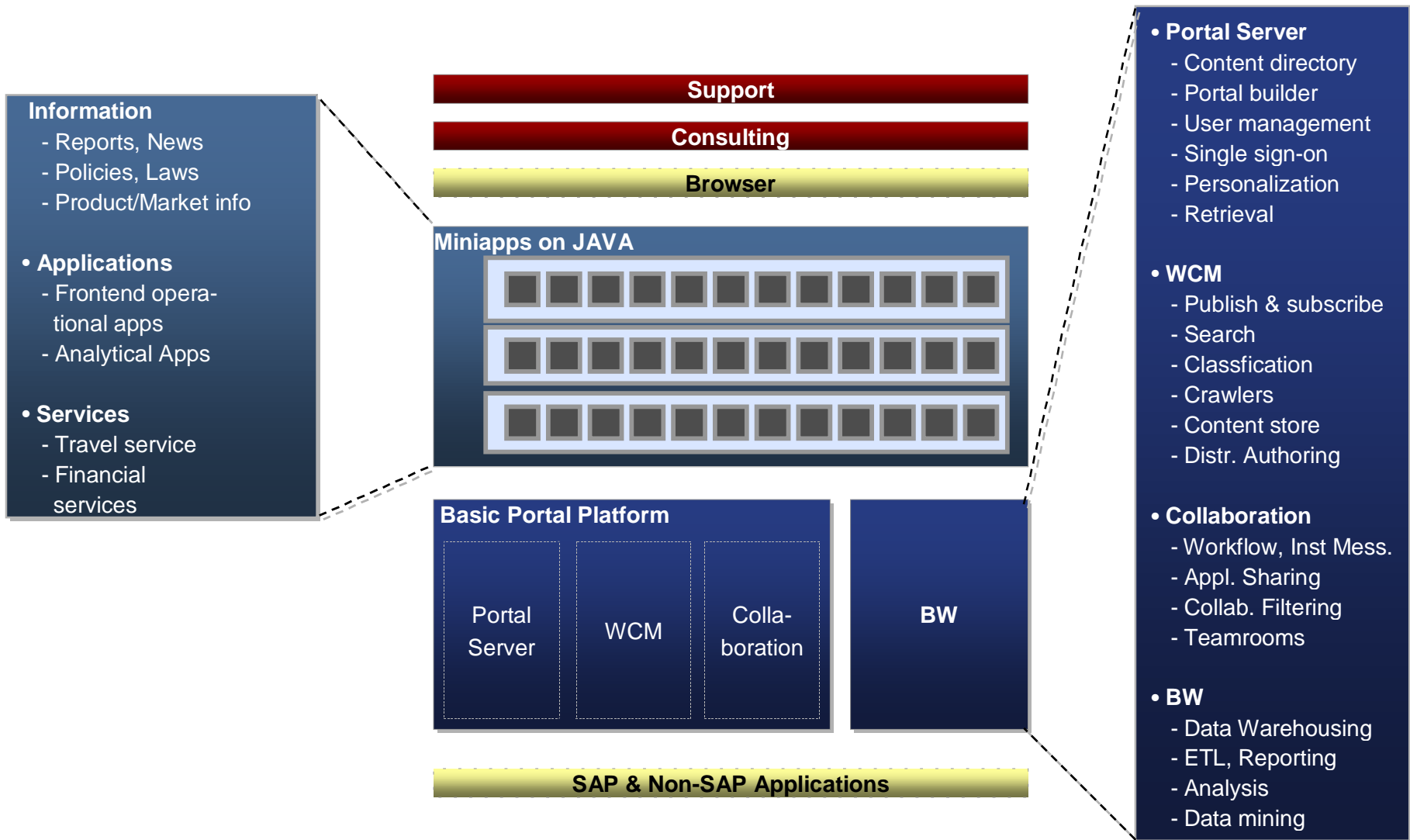
Simple Tray Layout

[Russia's Yeltsin Has Catarac](#)
[Supreme Court Allows Smol](#)
[First High Speed U.S. Train](#)
[Service](#)
[Iraq Instists On Surcharge; O](#)
[Sales](#)
[Official Tally in Romania Show](#)

Simple Tray Layout

[Who's Who](#)
[Leave Request Overview](#)
[Create Leave Request](#)
[Change Own Data](#)

SAP's Solution Offering



SAP BW – HR Webcockpits

mySAP.com Workplace - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

mySAP.com Marketplace Update Personalize Getting Started Information **SAP**

HR Cockpit Dept. Manager

mySAP.com

In Use

Start Page

Workplace Favorites

- Internet
- Analytical Reports
- Cockpit 1
- Cockpit 2

Roles

- Initial Role

Attendance Details

Category	Percentage
attendance	78%
customer	13%
vacation	6%
illness	3%

Headcount Details

Headcount 0/2001 Headcount 1/2001

Anniversary list

period 01/30/2001 - 2/30/2001

name	entry	year	bonus
Caroline Smith	01/02/1999	2	flowers
Martin Jones	01/06/1996	5	voucher amazon.com

Birthday list

period 01/30/2001 - 2/30/2001

name	birthday	gift
Jennifer Miller	01/33	flowers
Gabi Sieg	01/35	flowers
Herbert Rutschmann	01/35	voucher amazon.com
John Wood	01/37	voucher amazon.com

Quality metrics Details

0/2001 - 0/2001

Team 1 Team 2 Team 3 Team 4 Team 5 Team 6 Team 7

--- %MPT exceeded

powered by **mySAP.com**

Done Local intranet

Home



Start

[Advanced Search](#)

Themes:

[Languages](#)

[Business Know-How](#)

[Software Development](#)

[Management](#)

[mySAP.com](#)

[Train the trainer](#)

Your current activities:

started courses:

[English advanced](#)
[HTML basics](#)

future courses:

[Project management basics](#)

current tests:

Relevant courses for you:

[Business english](#)
[Project management for team members](#)
[Project management essentials](#)
[XML overview](#)
[HTML advanced](#)
[Understanding mySAP.com](#)
[Javascript essentials](#)

Prototype

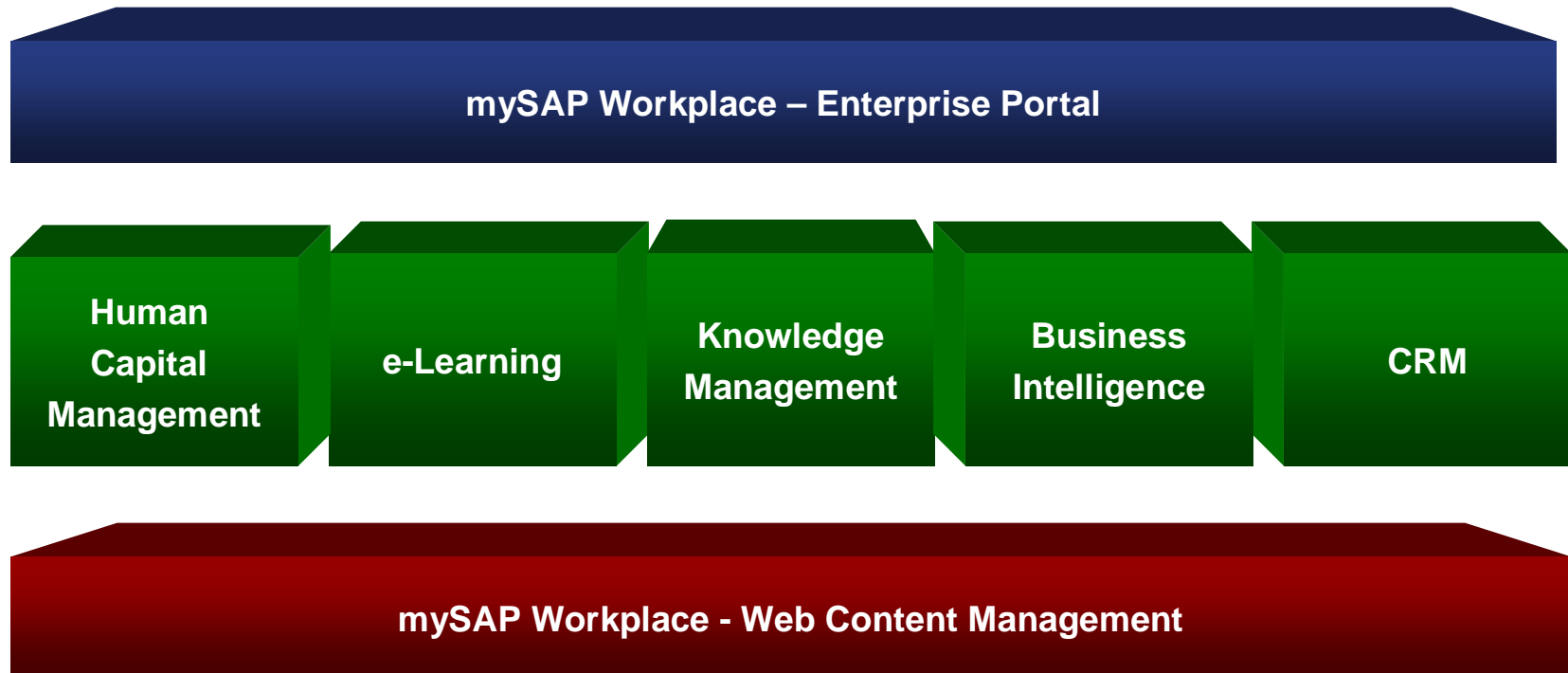
Top ten courses:

[HTML basics](#)
[Business english](#)
[Project management basics](#)
[Managing yourself and your time](#)
[Javascript essentials](#)
[Javascript advanced](#)
[Java essentials](#)
[Visual basic essentials](#)

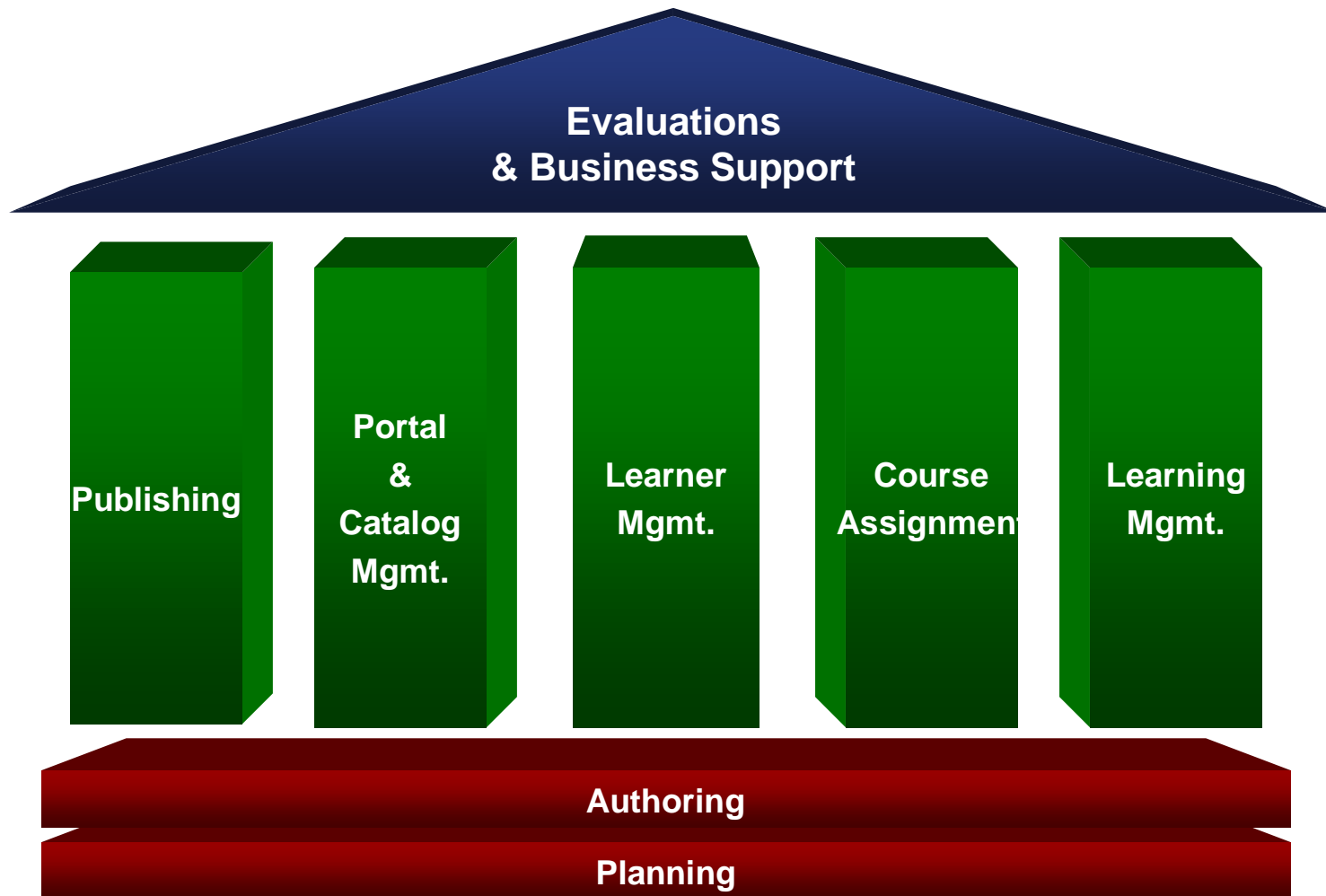
News:

[Hot topic: learn about mySAP.com](#)
[First aid courses: new dates](#)
[Canceled: UML Workshop on 03/12/2001](#)

The Environment for e-Learning



e-Learning



The Scope for e-Learning

Business driven Knowledge Transfer

Hybrid Learning Portals

Personalized Learning Processes

Assessment based Learning

Objective based Dynamic Course Assembling

Learner Collaboration

Learner Progress Tracking

Skills Management

Knowledge Mining

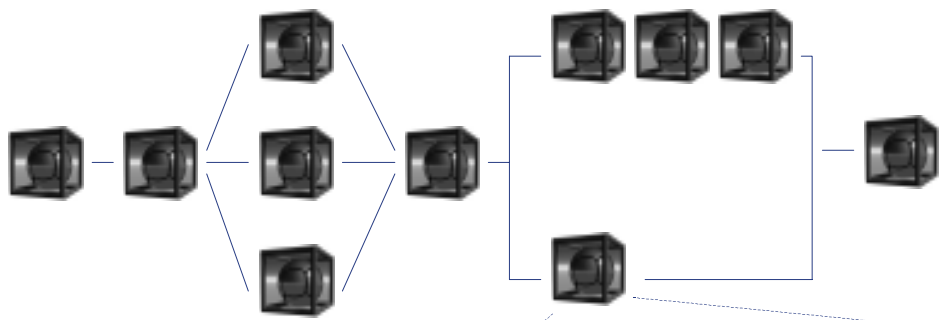
Shareable (among various systems) Courseware

Reusable (for several delivery paths) Courseware

Performance Support

Training Quality Assurance





- Learning Paths
- Learning Objects

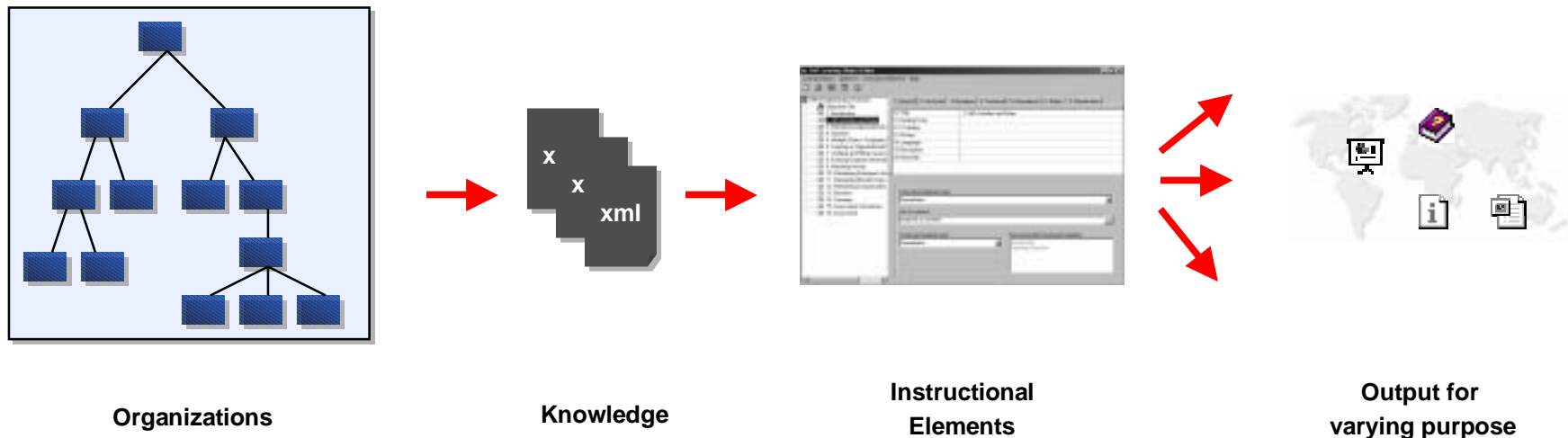
Objective Statement

Instruction

- IE: Motivation (eg: statement of benefits)
- IE: Presentation (eg: concept, facts, rules, examples, etc.)
- IE: Activity (eg: discovery, simulation, matching, questions, etc.)
- IE: Summary (eg: conclusion, self-assessment, etc.)
- IE: other

Assessment Tests

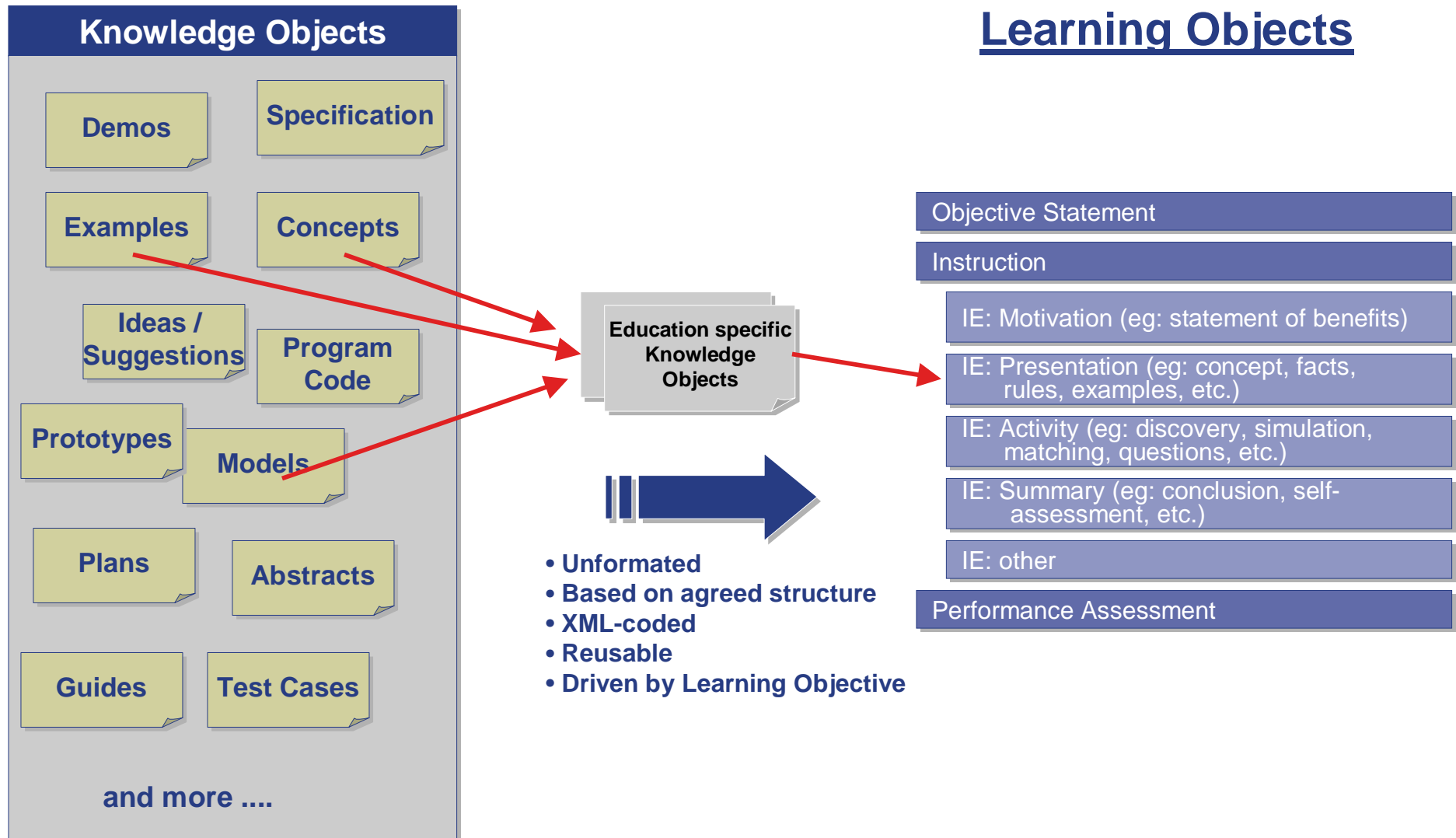
Managing Knowledge Assets



Organizations produce generic knowledge, coded in xml, which can be used as instructional elements within a Learning Object for which content in different output formats can be generated to serve a multitude of business purposes

Bridging from Knowledge to Education

Learning Objects



The Learning Object Advantage

Achieving the company`s goals

Business purpose and results

A high degree of cost-reduction

High manageability of content

High level of reusability

Support for widely accepted industry specifications and standards

Faster & focused learning

Increased fairness during assessment tests

Changed behavior and higher retention

Personalization & individualization

Performance Improvement

Purposeful business information



Cost Savings

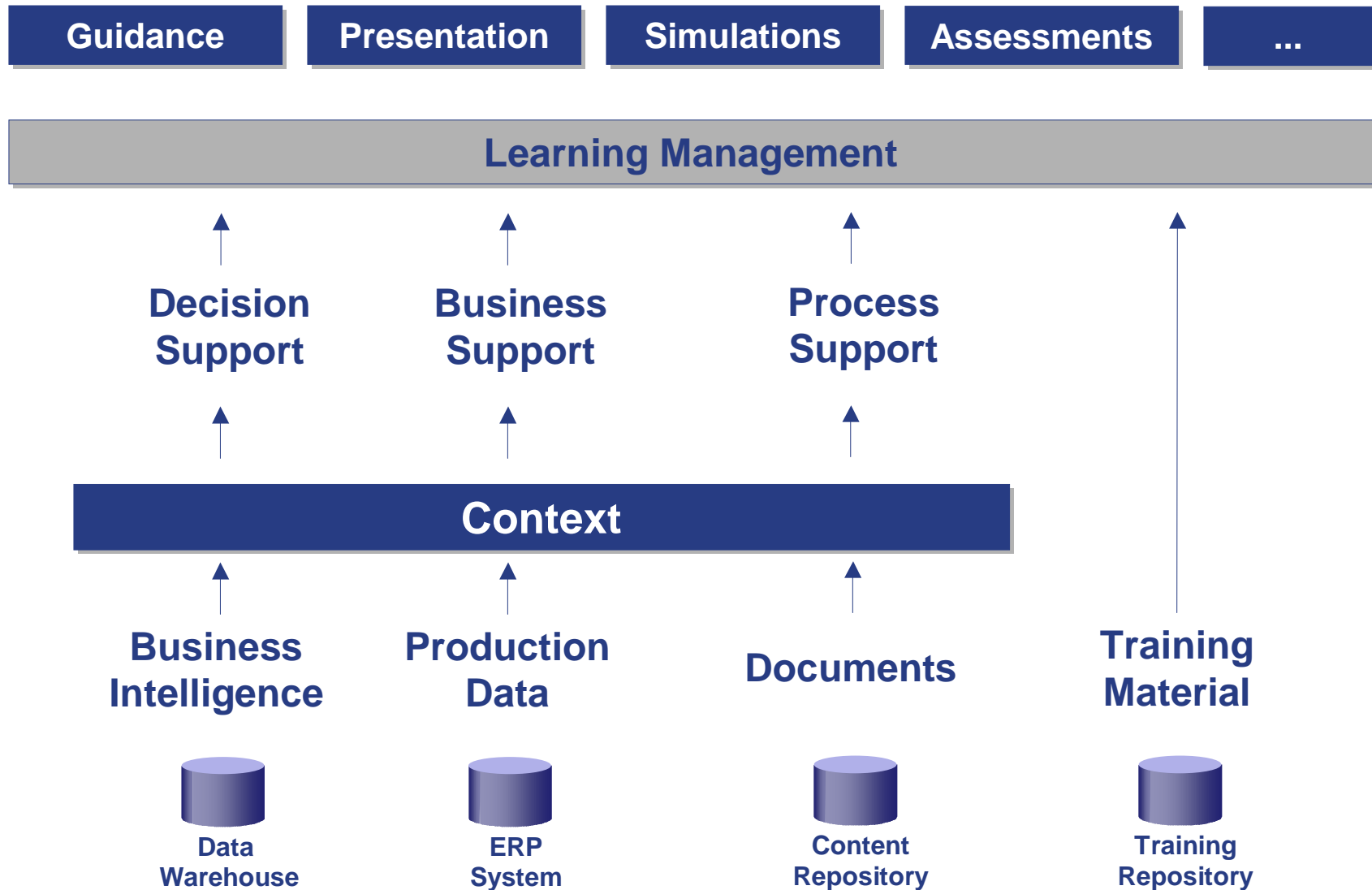
Expenses (according to Computerwoche 43/2000)

- German companies spent 34 Billion DEM on employee education in 1999 – amounting to around 2207 DEM per person
- 47 % of these expenses relate to travel, tuition and training fees – the bigger part for continuing payroll while on training
- Average training expenses per person and day = 350 DEM

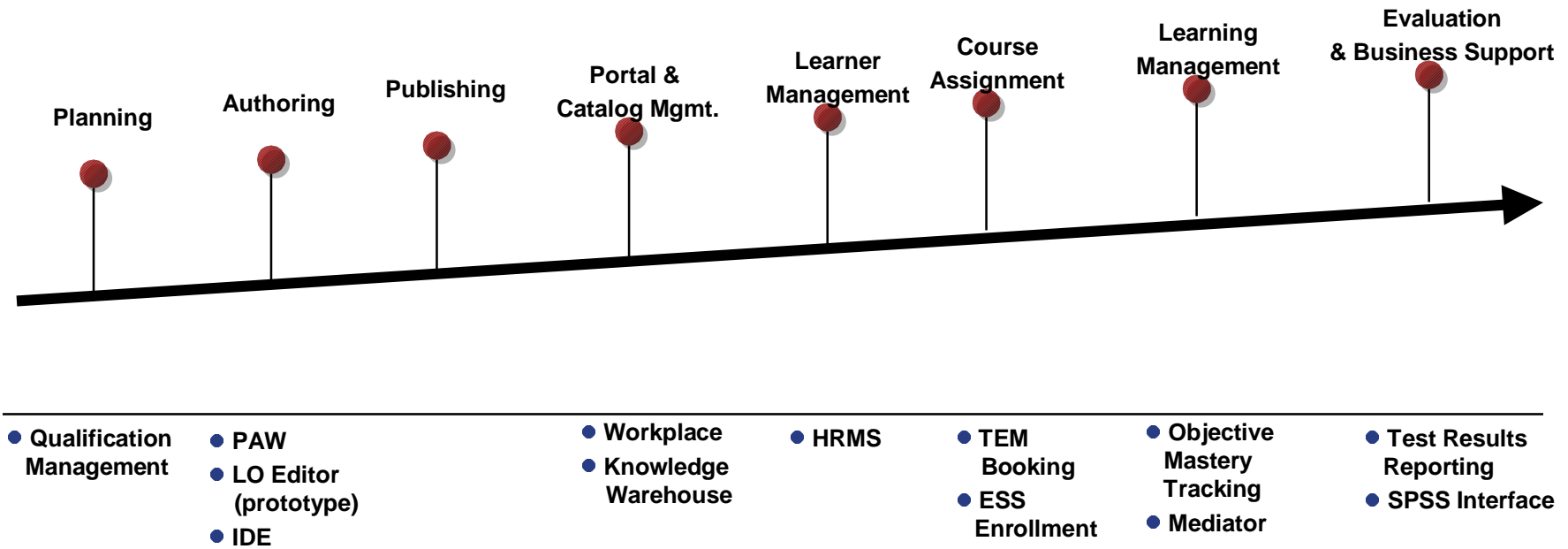
With e-Learning

- Travel is not required
- Participation in whole events is not required – Absence time from work environment decreases
- Courses that 100% meet business objectives can be assembled dynamically
- Exchange of ideas and knowledge takes place globally, not locally in small group of course participants
- Skills information is generated without manual maintenance
- Generate multiple output formats from one content

Eventually: The LMS as a Knowledge Broker



Components Available



Learning Object Editor

The screenshot displays the SAP Learning Object Editor interface. On the left, a tree view shows the structure of a learning object titled 'HR-01 Administrator Overview'. The tree includes an 'Objective Title' and 16 numbered instructional elements. Element '2. HR Activities and Roles' is selected and highlighted. The main area is divided into two panes. The top pane, titled '1. General', contains a table for 'Meta Tagging' with fields for title, catalog entry, language, description, and keywords. The bottom pane, titled 'Storyboard Details', contains fields for 'Instructional element type' (set to 'Presentation'), 'Link to content' (set to 'need link to content!'), 'Storyboard template type' (set to 'Presentation'), and a list of 'Recommended storyboard templates' including 'Introduction' and 'Learning Objective'. Three blue callout boxes are overlaid on the image: 'Instructional Elements' points to the tree view, 'Meta Tagging' points to the top table, and 'Storyboard Details' points to the bottom pane.

Instructional Elements

Meta Tagging

Storyboard Details

1. General	
1.2 Title:	2. HR Activities and Roles
1.3 Catalog Entry	
1.3.1 Catalog:	
1.3.2 Entry:	
1.4 Language:	
1.5 Description:	
1.6 Keywords:	

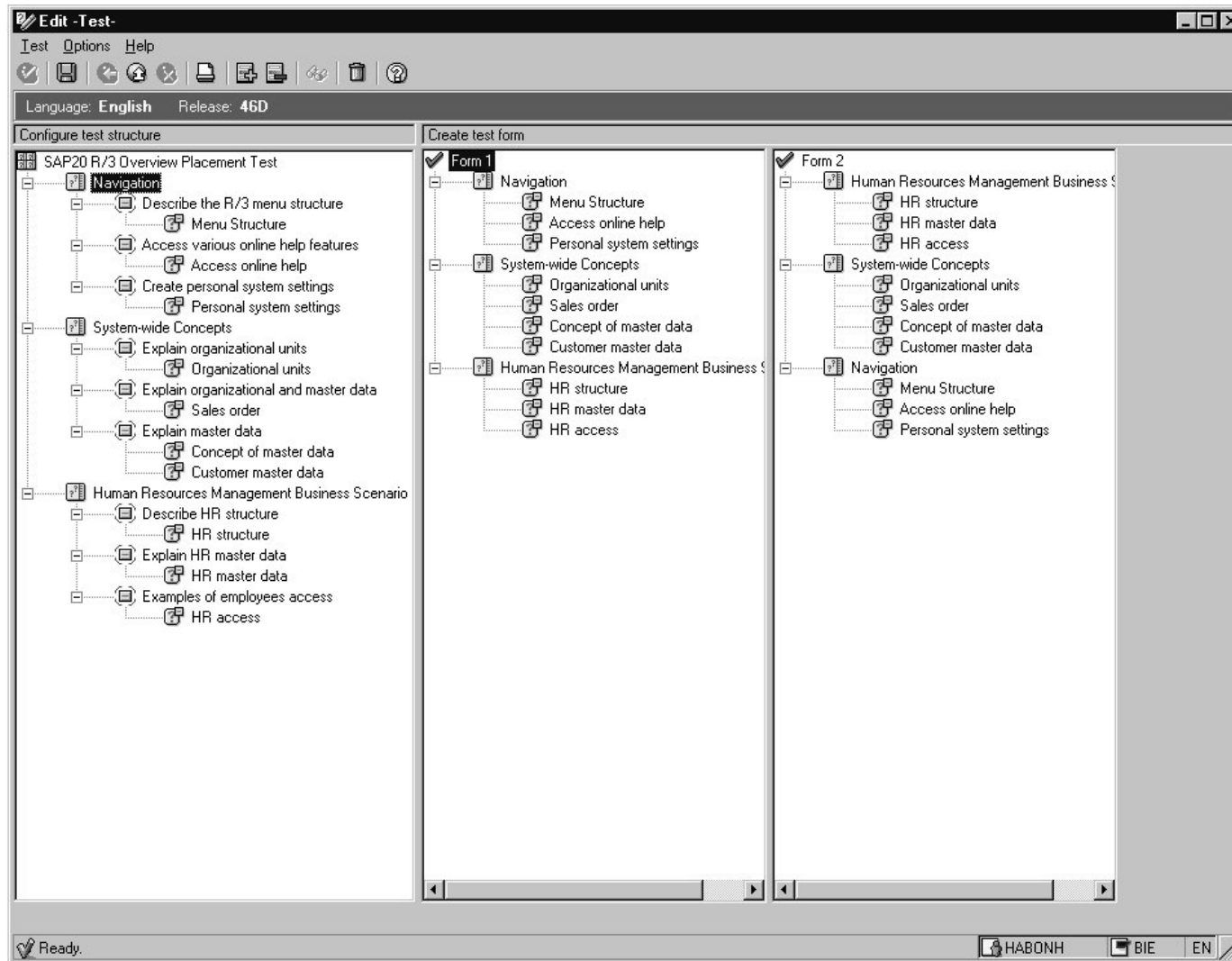
Instructional element type: Presentation

Link to content: need link to content!

Storyboard template type: Presentation

Recommended storyboard templates: Introduction, Learning Objective

Test Authoring



Instructional Design Editor

The screenshot displays the L3 CourseEditor interface. On the left, the 'L3 Course Explorer' shows a tree structure for 'mySAP' with sub-items like 'Introduction', 'Reference to "Collaborative Business Scenarios"', 'Reference to "mySAP.com Overview"', and 'MySAP.com Building Blocks' (containing 'Overview', 'Introduction', 'Workplace', 'Marketplace', 'Collaborative Business Scenarios', and 'Application Hosting'). The main workspace shows a 'Course MySAP.com Building Blocks' with a 'Knowledge Relationships' diagram. This diagram is a flowchart where nodes represent knowledge items (e.g., 'Introduction [Explanation, Presentation]', 'Workplace [Explanation What, Presentation]', 'Marketplace [Explanation What, Presentation]', 'Application Hosting [Explanation What, Presentation]', 'Collaborative Business Scenarios') and arrows indicate relationships labeled 'prerequisite...' and 'subsequent'. A 'Didactical Strategy' panel at the bottom left allows editing a knowledge item, with fields for 'Knowledge type: Explanation', 'Media type: Presentation', 'Theme: Introduction', 'Content: ap-intro.html', and 'Learning time [hh:mm:ss]: 00:02:00'. A 'Course Structure' callout points to the tree, and a 'Knowledge Relationships' callout points to the diagram.

Course Structure

Knowledge Relationships

Didactical Strategy

Learning Portal – Self Services



Meine Trainings

Die Teilnahmen an den ausgewählten Veranstaltungen wurden gebucht. Ihre aktuelle Buchungssicht lautet wie folgt.

Veranstaltung	Beginn	Ende	Ort	*Preis	PK	Status	Stornieren
HR 505	19.05.2000	23.06.2000	LINCOLN, Ashby Road	1.500,00 DEM		Teilnahme	Stornieren
HR 505	15.05.2000	18.05.2000	LINCOLN, Ashby Road				
Mandant (1000000000000)	06.05.2000	12.05.2000	LINCOLN, Ashby Road				
HR 515	02.05.2000	02.05.2000	Steffels, Durlacher				
HR 515	29.04.2000	29.04.2000	Steffels, Durlacher				
HR 450 - Payroll (HR-450)	20.03.2000	24.03.2000	LINCOLN, Ashby Road				

HR 450 - Payroll (HR-450)

Zeitraum: 17.01.2000 bis 21.01.2000

Zeitlicher Ablauf	Tag	Zeitraum
	Montag	17.01.2000 von 10:00 bis 17:00
	Dienstag	18.01.2000 von 09:00 bis 17:00
	Mittwoch	19.01.2000 von 09:00 bis 17:00
	Donnerstag	20.01.2000 von 09:00 bis 17:00
	Freitag	21.01.2000 von 09:00 bis 12:00

Preis	0,00
Veranstaltungssprache	Deutsch
Belegung	Freie Plätze 0 Buchungen 0 Warteliste 0

Zurück Termin Umbuchen Stornieren **Beurteilung** Drucken

A Course in Knowledge Warehouse

The screenshot shows a Microsoft Internet Explorer browser window displaying the SAP Knowledge Warehouse interface. The address bar contains a long URL with parameters like 'INDUSTRY=FCW', 'COUNTRY=BTWP', and 'TASK=PREVIEW2'. The page title is 'CRM Online Training powered by SAP Learning Solutions, Immenstaad'. The main content area features a black and white photograph of a woman in a long coat walking with a small child through a grand, classical building with large columns. To the right of the image, the text reads: 'Welcome to the CRM ONLINE TRAINING Performance Unit Mobile Sales'. On the left side, there is a navigation pane with a tree structure under 'CRM ONLINE TRAINING', listing items like 'Lernziele', 'Einführung CRM', 'Workplace 2.1', 'Mobile Sales', 'Praxis-Beispiel', 'Beispiel Handheld', 'Test zur Selbstenschätzung', and 'Weiteres Material'. The SAP Knowledge Warehouse logo is visible in the top right corner of the page.


Home



A Sample Learning Object

Introduction to the Role: Accounts Payable Accountant 2. Key activities 2 of 7 SAP

CONCEPT



**My role:
Accounts Payable Accountant**

Document Entry

Payment received and Clearing

Analyze vendor accounts (balances and items)

Manage vendor information (e.g. permanent data)

Correspondence (e.g. balance confirmations)

Reporting and Closing

The key activities in the Accounts Payable role can be described as a cycle of interrelated events. These key activities include:

- Document entry
- Analyze vendor accounts
- Manage vendor information
- Payment and clearing
- Correspondence
- Reporting and closing

Click each key activity to display a short description.

EXIT INDEX PREVIOUS NEXT AUDIO OFF DISPLAY AUDIOTEXT

Done, but with errors on page. Local intranet

Web-based Testing

● Testing

● Evaluation

● Detailed Feedback

	TEXT	Selftest eHR
10	10	10
11	11	11
12	12	12
13	13	13
14	14	14
15	15	15
16	16	16
17	17	17
18	18	18
19	19	19
20	20	20
21	21	21
22	22	22
23	23	23
24	24	24
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89	89	89
90	90	90
91	91	91
92	92	92
93	93	93
94	94	94
95	95	95
96	96	96
97	97	97
98	98	98
99	99	99
100	100	100

Business Support & Evaluations

Statistics Work Data System Help **SAP**

PAW - Statistical Evaluations of Test Results

Show Periods by Loc. Show Periods only Show Testform

Test result statistics	Passed	%	No. Part.	Minimum	Maximum	Range	Median	Mean	Std. Dev.	Pass Rate
Test#01 - HR PAYROLL			18	18.00	29.33	11.33	26.88	24.74	3.50	86.67
General 48C USA EN			18	18.00	29.33	11.33	26.88	24.74	3.50	86.67
UK Cambridge			11	18.00	29.33	11.33	24.88	23.58	4.06	45.45
HR CERT (11/29/1998-11/29/19)			8	20.00	29.33	9.33	23.88	23.75	4.12	50.00
HR CERT (28/12/1998-28/12/19)			3	19.00	27.33	8.33	24.88	22.11	4.73	33.33
UK London			6	25.33	28.00	2.67	26.34	26.58	0.98	100.00
ALL CERT (28/03/1999-28/03/19)			5	25.33	28.00	2.67	26.87	26.67	1.06	100.00
HR CERT (25/09/1998-25/09/19)			1	26.00	26.00		26.88	26.08		100.00
UK Oxford			1	26.67	26.67		26.67	26.67		100.00
HR CERT (28/12/1998-12/12/19)			1	26.67	26.67		26.67	26.67		100.00

Descriptive Statistics

Download Results Work Data System Help **SAP**

PAW - Export Test Results

Download master res. Download item res.

Test Results	Passed	Item Ty.	Points	Max.P.	A.	A.	A.	A.	A.	A.	A.	A.	A.	D.	S.	E.
Test#01 - HR PAYROLL																
General 48C USA EN																
Testform 1																
0808000																
Payroll - General																
PUB01 - Wage Types																
0808001																
0808002		MCN	8061	8064	1	1	1	0						F	T	F
0808003		Riding	8062	8067	10											
0808003		Explicit	8069	8064	1	0	0	0						F	F	F
PUB02 - Schemas & Cycles																
0808007		MCN	8061	8064	1	1	0	0						F	F	F
0808008		Riding	8065	8067	10											
0808008		Explicit	8068	8064	1	0	1	0						F	T	F
Payroll - Gross																
Payroll - Net																
Payroll - Taxes																
0808003																
0808005																
0808007																
0808013																

Item Answer Analysis

Skills & Competency Management

Person: Display Profile (01/23/2001 - 12/31/9999) SAP

Person: Display Profile (01/23/2001 - 12/31/9999)

Career planning Current position

01/23/2001 bis 12/31/9999

Find by

- Job
- Person
 - Search term
 - Structure search
 - Free search
- Planned staff requirement
- Position
- Requirements profile (LO)
- Task
- User
- Work center

Personnel no 15 Name Sarah Fielder

EE group 1 Active employee Pers.area BE01 Personnel area BE01

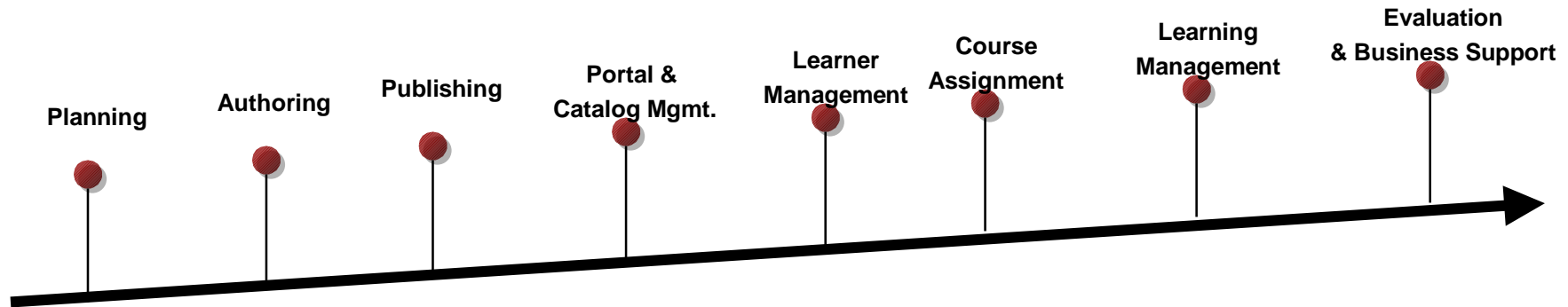
FF subgroup B4 Mthly employee

Qualifications Potentials Preferences Dislikes Appraisals where appraisee

Qualifikationsgruppe	T.	Objektid	Bezeichnung	ID	Ausprägung	Beginn	Ende
Certifications	Q	50001302	CRM eLearning Course	1	Very Good	01/23/2001	12/31/9
Certifications	Q	50000029	HR - PD Certificate	3	OK	09/19/2000	12/31/9

Status	Name	ID
	Yu-Wan Lu	P 0000...
	Chris Williams	P 0000...
	Gordon Lacey	P 0000...
	Colin Neal	P 0000...
	Norman Abberley	P 0000...
	Sarah Fielder	P 0000...
	Maria Castello	P 0000...
	Angela Eggleton	P 0000...
	Rachel McLennon	P 0000...
	Joseph Revell	P 0000...
	Dieter Mueller	P 0000...
	Eva Schmidt	P 0000...
	Adam Meier	P 0000...

Components Outlook (names are working titles)



● Qualification Management

- PAW
- LO Editor (prototype)
- IDE

- Workplace
- Knowledge Warehouse

● HRMS

- TEM Booking
- ESS Enrollment

- Objective Mastery Tracking
- Mediator

- Test Results Reporting
- SPSS Interface

● EBO Catalog

- Learning Object Editor
- Learning Path Editor
- Web-Based Objective Editor
- LOM Tagging Support

● Publisher

- WP 3.0
- Web-Content Management

● Learner Account

- Web-based Assignment & Enrollment

- LearningPath Generator
- Learning Path Navigator
- SCORM Learning Server
- CSF Support

- Survey Engine
- Training Quality Analysis
- Learner Progress Reporting

What Others Say

„Web-based training market poised for staggering growth.“

WRHAMBRECHT + CO

„The next few years should see revolutionary changes.“

WRHAMBRECHT + CO

„e-Learning is ... a fundamentally more efficient and effective way [than traditional education and training] to organize and deliver knowledge resources to businesses and individuals competing in the knowledge economy.“

Morgan Keegan & Co., Inc.

„There are two fundamental equalizers in life – the Internet and education.“

John Chambers, CEO Cisco Systems, 1999

The higher education e-Learning market development

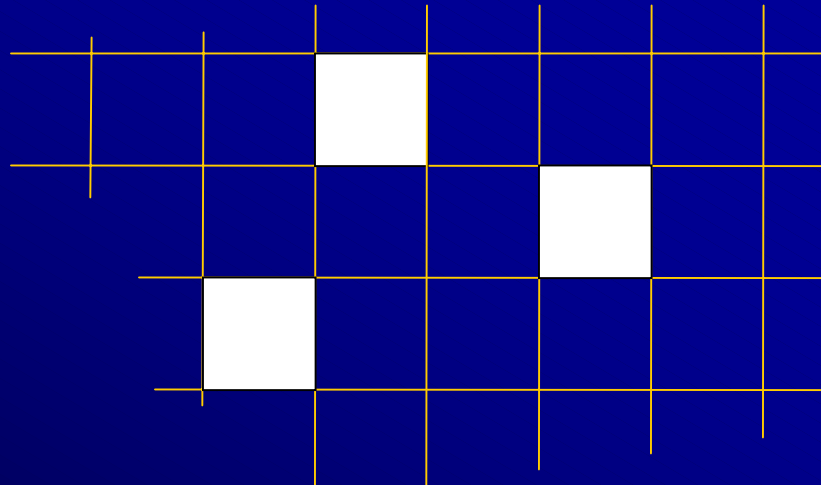
- The U.S. higher education market consists of 3,700 educational institutions and accounts for \$225 billion in expenditures.
- Enrollment in institutions of higher education was over 14 million students in the 1996-1997 school year, and is expected to increase to 16 million by 2008.
- There are 6.6 million adults (persons aged 25 and older) projected to enroll in higher education by 2007.
- The number of high school graduates is expected to increase 20% from 1995 to 2008 (from 2.5 million to 3.0 million).
- Sixty-five percent of all high school graduates go on to college.
- The number of students enrolled in distance education is expected to grow from 753,640 in 1998 to 2.2 million by 2002. (Source: NCES, IDC)
- By 2003, over 50% of all higher educational institutions globally will be offering e-Learning programs to students.

(Source: Gartner Group)





e-Learning
Solution
Consulting



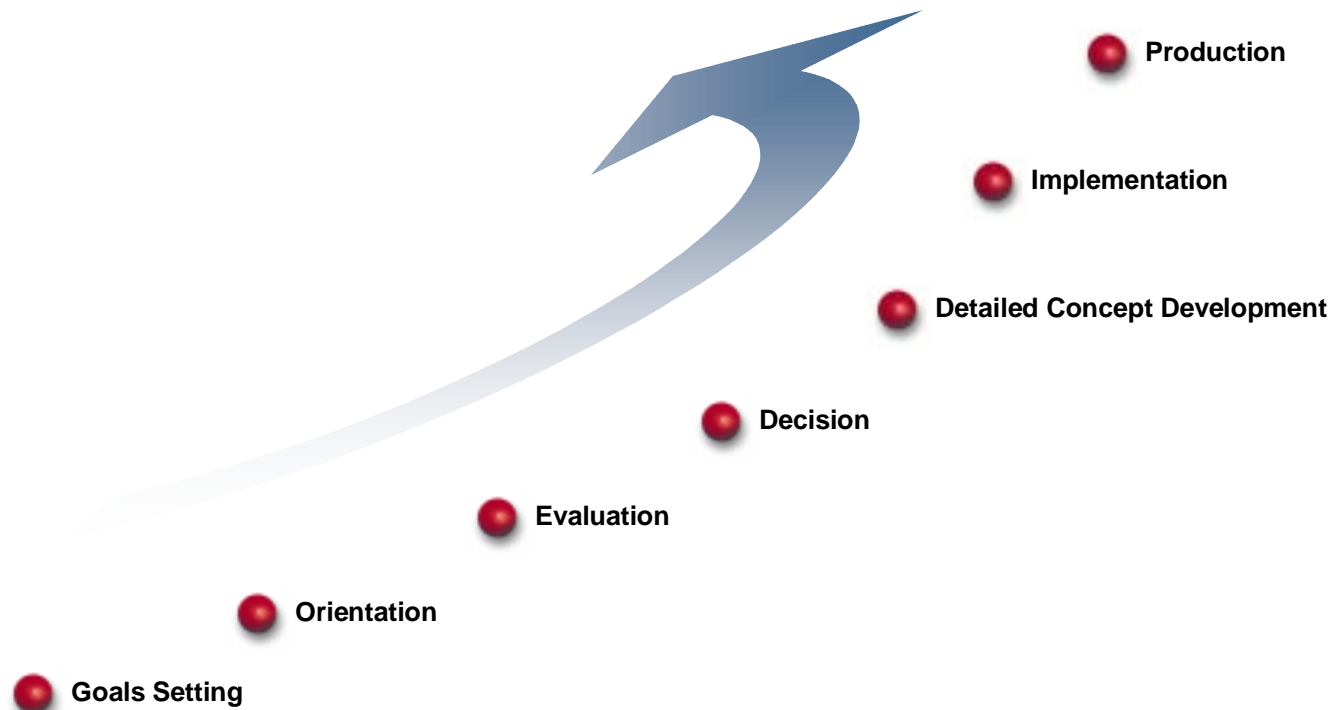
Strategy

Business
Engineering

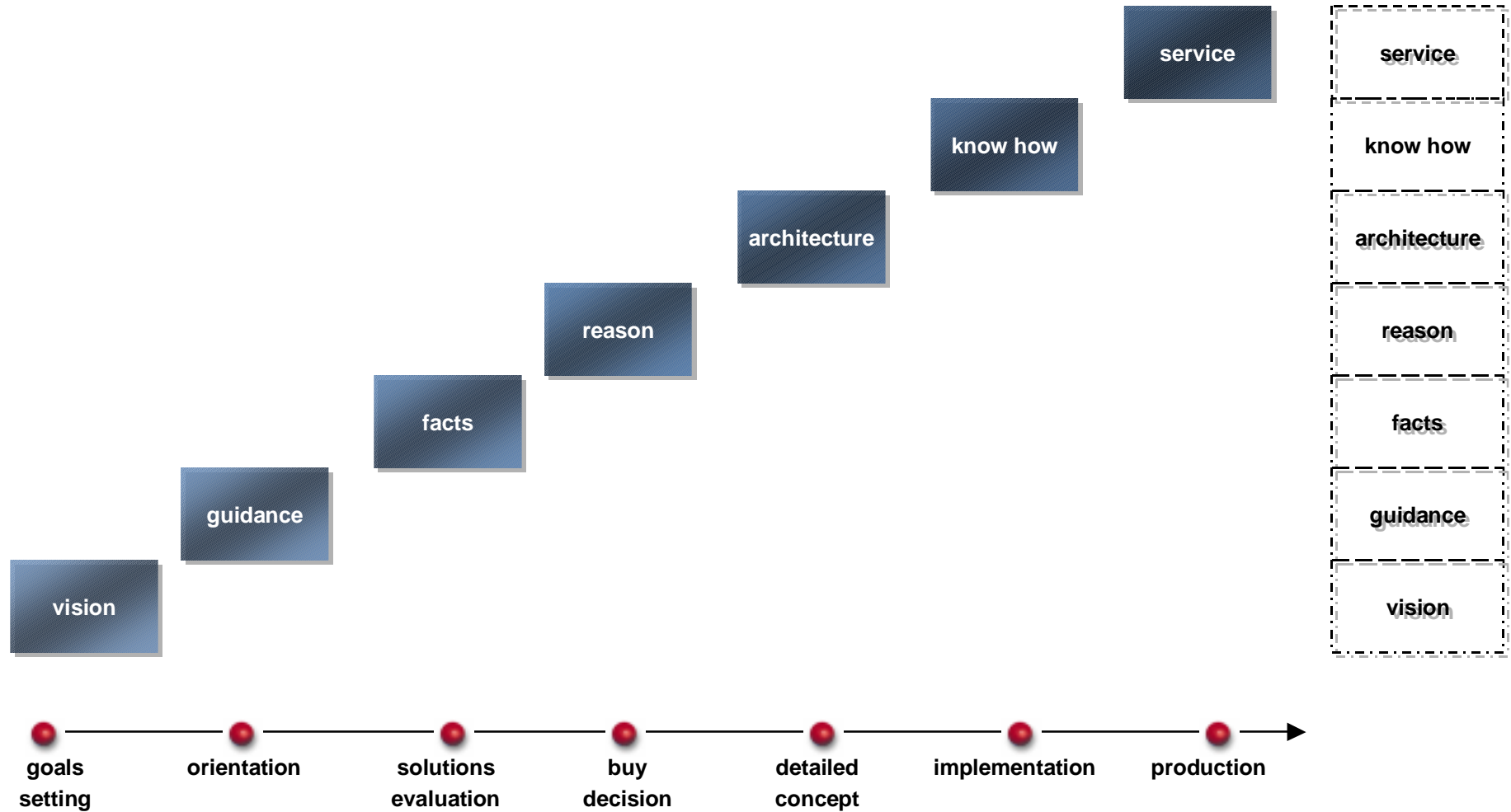
Project
Management

Implementation

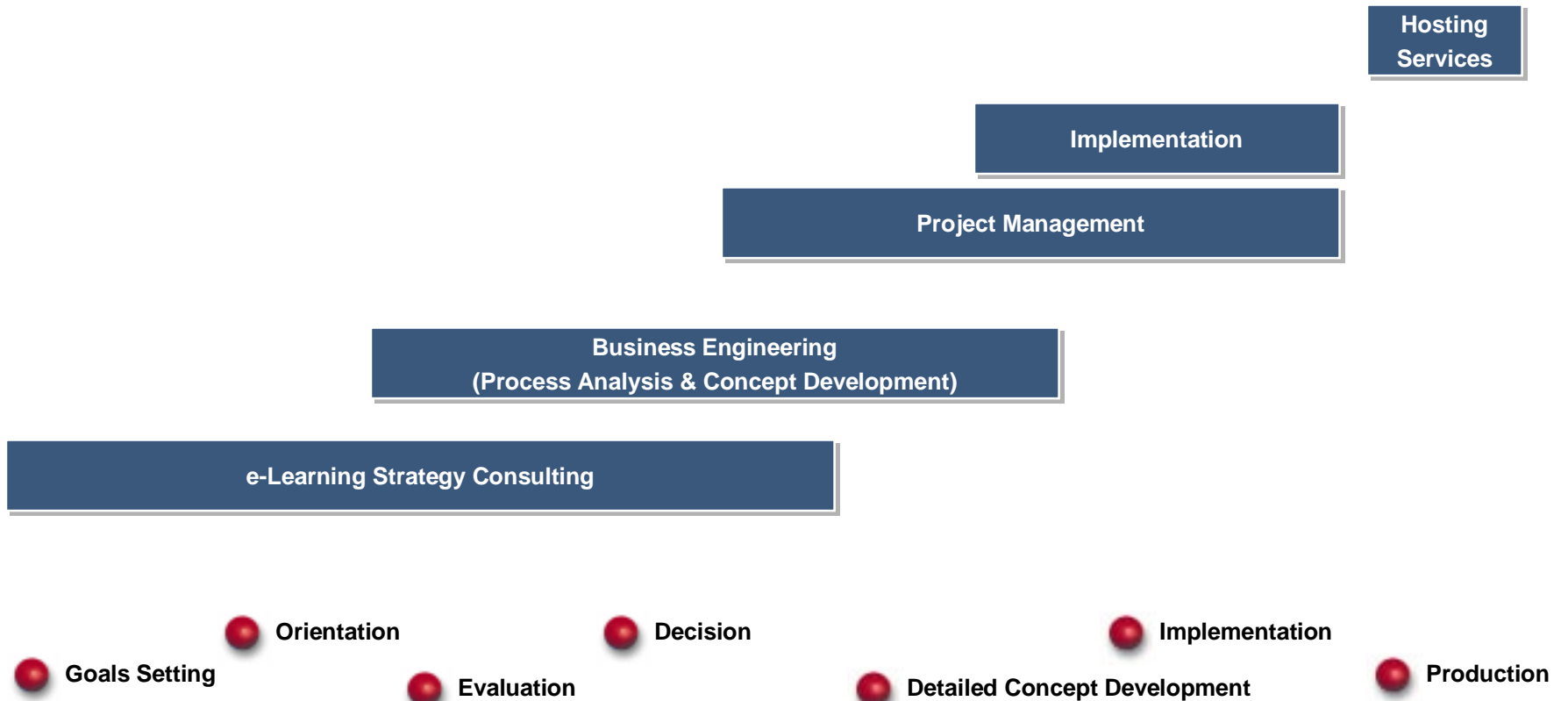
The route to a production system



Added Value



Consulting Services



Strategy Level

- Strategy Development
 - Internal Analysis
 - Environment Analysis
 - Goals Setting
 - Measures Planning
- Gap Analysis
- Business Cases
 - Motivation Check
 - Benchmarking
 - Cost Benefit Analysis
 - Potential Analysis
 - ROI Projections
- Topic Seminar
 - Assessment
 - SCORM
 - e-Learning
 - KM
 - Human Perf. Improv.
 - e-Learning in HER
 - CRM & e-Learning
- Coaching

Concept Level

- Future State Modelling
 - Solution Architecture
 - IT Infrastructure
 - Organizational Aspects
- Detailed Process Design
 - e-Learning Planning
 - Content Devl. & Mgmt.
 - Managing Offerings
 - Admin & Accounting
 - Learner Management
 - Collaboration Processes
 - Managing the Learning Experience
 - Evaluation & Quality Assurance
- Detailed Solution Design
 - Authoring Environment(s)
 - Content Repository
 - PortalIntegration
 - Learner Account
 - LMS
 - HR Integration & Workflows

PM Level

- Project Planning
- Resource Management
- Change Management
- Project Coordination
- Reviews

Implementation Level

- Installation & Setup of
 - mySAP Workplace 2.1
 - mySAP Workplace 3.0
 - Knowledge Warehouse 5.1
 - PAW 2.0
 - mySAP HCM
- Customization
- Add-on Development
-
- Hosting

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