



# Learning Services

## Increasing User Adoption - eLearning

*eLearning*: Learn what you need, when you need, where you need.

### The Challenge

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

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 application 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.

### The Benefits

The benefits to eLearning training are many:

- No previous exposure to OpenText solutions, principles or concepts required.
- Designed for ease of use.
- "Just in time" training for your user community.

### Accessing OpenText eLearning

OpenText eLearning is available over the Internet via OpenText'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 and Products

Recognizing that no two organizations' requirements are the same, OpenText 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.
- 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. OpenText 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.

## How to Begin

For more information about eLearning please contact:

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