IBM

IBM Kenexa Social Learning Management System and Learning Content Management System

Service Definition

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OVERVIEW

Employee learning and development builds ongoing success in any Public Sector organisation. After all, your organisation is only as strong as the people who make up its foundation. But administering, documenting, tracking, reporting and delivering learning opportunities can be difficult and expensive. That's why IBM Kenexa Learning Management System (LMS) offers you effective and efficient learning. Our social learning management system is a full-featured, configurable, enterprise-grade Social LMS that integrates social networking, collaboration and knowledge sharing capabilities as well as interactive elements that allow users to rate learning content and share their experiences. The Social LMS also contains learning management functionality to administrate, document, track, report and deliver content and courses in support of classroom, online, mobile and social learning.

Figure 1:Kenexa Learning Management Solution Components
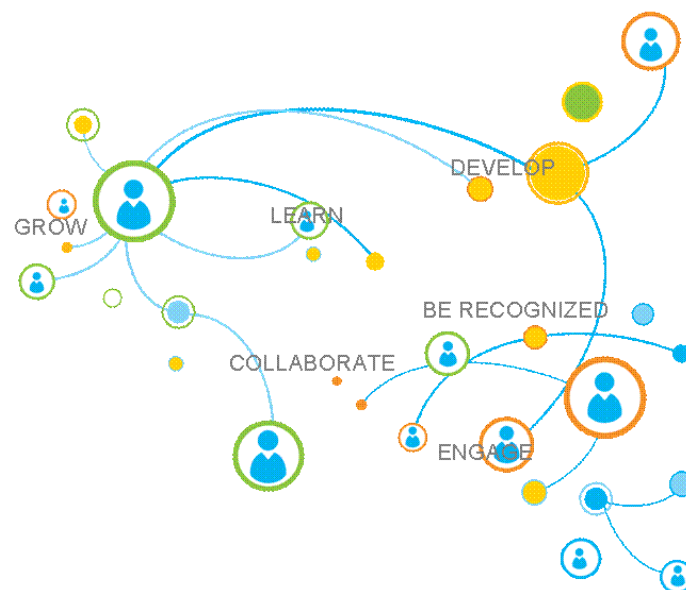
Our Social LMS makes sure that your people are continually learning by blending both formal and social learning into a single social learning management system that includes networking, collaboration and sharing capabilities as well as interactive elements that allow users to rate learning content and share their experiences with other users. This learning experience reflects the way your employees learn, communicate and collaborate on a daily basis, and allows your organisation to capture and reuse these interactions so that others may learn from them as well.

Please see link IBM Social Learning data sheet_FINAL030814.pdf

Offering highlights

- *Cloud or on-premise option*

- *Integrated Formal and Social Learning*

- *Easy Management*

- *Mobile and Desktop Access*

- *High User Acceptance*

- *Easy Data Transfer and Import.*

Multiple Audience, Administration and Brand Support:

- *Low Cost of Administration*

- *Built in Template Driven Content Development*

- *Natively Authored, Integrated and Third Party Material Integration*

- *Language Preference Availability*

- *Assessment Development with Built-in Capabilities*

- *Object Locking and Security Versioning*

- *Advanced Searches by Text, Object Type or Metadata*

- *Configuration Tools Mirror Existing Roles, Workflow Processes, Access.*

Privileges, Terminology, and Delivery Look and Feel:

- *Workflow Tasks to Trigger Automatic Notifications*

- *Multiple Format and Channel Delivery, Including eLearning, Microsoft Word.*

PowerPoint, PDF, XML and Mobile:

- *Learner Self-Service with Keyword, Job Role or Subject Matter Search Options*

Major differentiators

- IBM Kenexa Learning Content Management System (LCMS) is the most widely deployed and successful LCMS in the market.

- All Learning delivery technologies are aligned to the value of informal learning which accounts for at least 70% of all learning in the workplace.

- IBM Social Learning now encompasses the ability to upload and create transcripts of Video content which extends the value of learning materials further and allows learners to share, collaborate and connect with experts "real time" to add significant value to the learner experience and knowledge development journey.

Figure 2: Kenexa Learning Content Management System
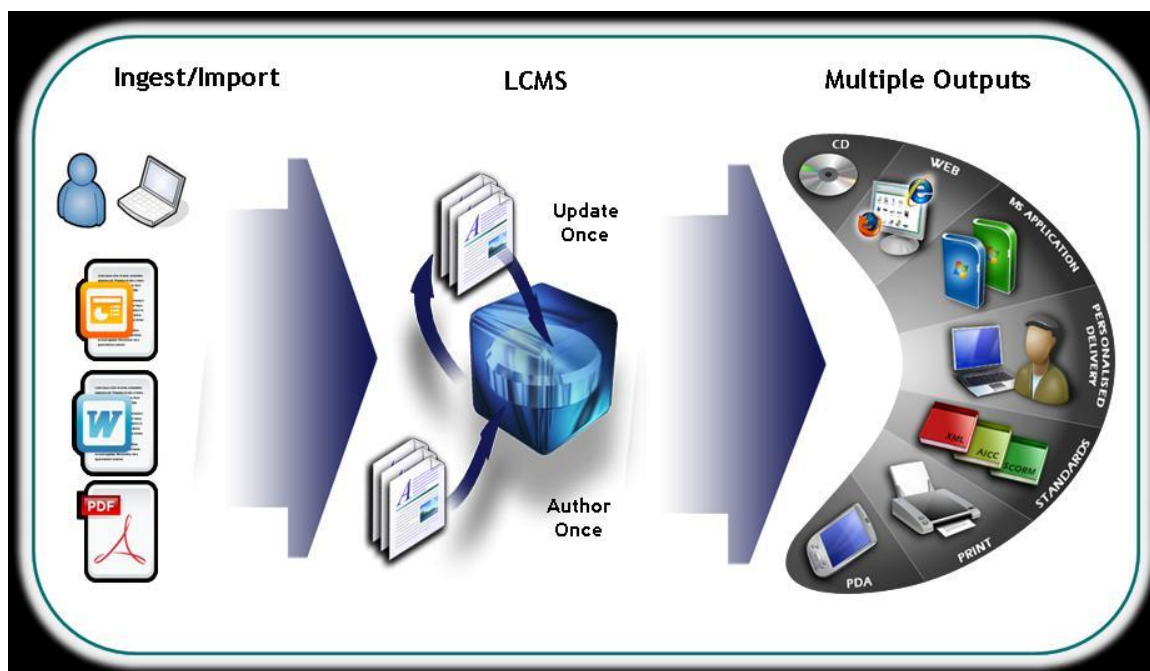
MAIN PRODUCT FEATURES

IBM Kenexa Learn on Cloud is a platform that enables a customer to develop, provide, and track learning content. Customers may order one or a combination of any of the IBM Kenexa Learn on Cloud products listed below:

Figure 3:Kenexa Environments

- IBM Kenexa LCMS Premier on Cloud Author

- IBM Kenexa LMS on Cloud

- IBM Kenexa Hot Lava Mobile on Cloud.

Initial implementation services are required for the IBM Kenexa LCMS Premier on Cloud Author and the IBM Kenexa LMS on Cloud products and will be addressed under a separate Statement of Work (SOW).
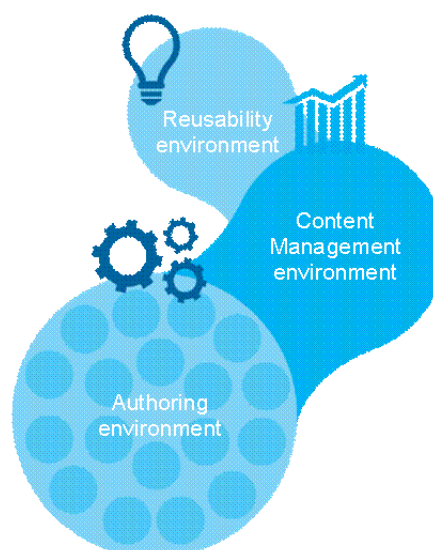
Initial implementation services for Hot Lava Mobile on Cloud are described below.

1. **IBM Kenexa LCMS Premier on Cloud Author**

   IBM Kenexa LCMS Premier on Cloud Author includes the Author function that enables development of reusable content in a collaborative environment for multi-modal delivery; manages and reuses content with searching, client-based metadata, dynamic taxonomy, object tracking, and reporting capabilities; can import, tag, track, and manage external, or legacy, content; and can author content for single-sourcing.

   Optional Orderable Features for LCMS Premier on Cloud Author (available after initial implementation services):

a. IBM Kenexa LCMS Premier on Cloud Dynamic Delivery Allows e-learning to be delivered directly from LCMS using Aviation Industry CBT Committee (AICC) standards or other supported methods. Content is dynamically formatted at the time of delivery to meet the needs of the audience and the medium in which it is delivered.

b. IBM Kenexa LCMS Premier on Cloud Additional Report Provides an additional report beyond the included standard supported reports. The report is limited to data contained in the standard database and does not include any modifications to the standard database.

c. IBM Kenexa LCMS Premier on Cloud Additional Authoring Template Provides one additional template that contains standards for authoring content in support of specific customer requirements.

d. IBM Kenexa LCMS Premier on Cloud Additional Microsoft Content Conversion Provides one additional mapping file that enables the importing and conversion of a specified formatted Word or PowerPoint file into native LCMS format.

2. IBM Kenexa LMS on Cloud

A configurable Learning Management System to administer, document, track, report, and deliver courses in support of classroom, online, and mobile learning; supporting learning with and from colleagues, and experts by using and integrating social software capabilities in a secure environment.

Optional Orderable Features for LMS on Cloud (available after initial implementation services).

a. IBM Kenexa LMS on Cloud Human Resource Synchronisation; enables customers to sync the LMS users from their current HR information system. IBM will provide the format for the user import. The Customer is responsible for providing user import in the specified format.

Up to 8 hours of remote consulting services will be provided to support installation, configuration and data validation for this feature. These services expire 90 days from purchase regardless of whether all hours have been used.

b. IBM Kenexa LMS on Cloud Data Import Enables the importing of historical training data into the LMS. IBM will provide the format for the historical data import. The customer is responsible for providing historical data import in the specified format using an Excel spreadsheet. Up to 8 hours of remote consulting services will be provided to support installation, configuration and data validation for this feature. These services expire 90 days from purchase regardless of whether all hours have been used.

c. IBM Kenexa LMS on Cloud LDAP Support.

Integrates the LMS with a third party directory server using the LDAP protocol

d. IBM Kenexa LMS on Cloud Additional Adaptive Report

Provides an additional report beyond the included standard supported reports; the report is limited to data contained in the standard database and does not include any modifications to the standard database.

e. IBM Kenexa LMS on Cloud eCommerce Integration

Enables the LMS to interface with eCommerce

MAIN TECHNICAL FEATURES

IBM Kenexa LMS/LCMS is a hosted, Windows-based solution that is thin-client accessible. It is a three-tier solution supporting an application server, data layer, and a web layer. End users can access with any OS and browser configuration, including mobile access. The web layer also provides a standard mobile-accessible interface for users willing to access the Suite from their mobile or tablet device.

Switched Infrastructure

IBM Kenexa has standardised on the Dell 54xx series of Power Connect switches. The switches provide the needed capabilities, performance, and scalability required for our customers. The following list provides details on the capabilities of the switches.

Performance

- Switch Fabric Capacity 96.0 Gbps

- Forwarding Rate 71.2 Mpps

- Up to 8,000 MAC Addresses.

Quality of Service

- Layer 2 Trusted Mode (IEEE 802.1p tagging)

- Layer 3 Trusted Mode (DSCP)

- 8 Priority Queues per Port

- Adjustable Weighted-Round-Robin (WRR) and Strict Queue Scheduling.

Security

- Up to 128 ACLs and up to 1,000 ACEs

- Switch access password protection

- User-definable settings for enabling or disabling Web, SSH, Telnet, SSL management access

- Port-based MAC Address alert and lock-down

- IP Address filtering for management access via Telnet, HTTP, HTTPS/SSL, SSH and SNMP

- RADIUS and TACACS+ remote authentication for switch management access

- SSLv3 and SSHv2 encryption for switch management traffic

- DHCP Snooping

- Management access filtering via Management Access Profiles

- IEEE 802.1x based edge authentication.

Dedicated Backup/Management Network

The IBM Kenexa dedicated backup network is a fully redundant configuration that segments backup and management traffic from all other traffic. The network is a full Gig-E network, and connects directly connects all servers to the backup infrastructure. The core backup infrastructure is trunked with multiple Gig-E connections to provide maximum backup and recovery performance.

Dedicated Data Network

The IBM Kenexa dedicated data network is a fully redundant configuration that segments data (SAN) traffic from all other traffic. The network is a full Gig-E network, and directly connects all servers to the SAN data network. Each server and SAN host maintains trunked active and passive connections to each side of the redundant switch configuration. This network is configured for maximum throughput and availability.

Load Balancing

IBM Kenexa Managed Services can scale our applications to any level required by our customers. We have experience in load balancing both the application and database layers to provide

maximum performance and availability. Any of the following processes can be used to provide the needed load balancing:

- Software based application load balancing with the Apache Web Server

- Hardware based application load balancing with CISCO 11000 series content services switches

- Database clustering with built-in SQL 2005 clustering capabilities.

USE CASES

Example use cases

Takes learning to the next level

Delivering fast, targeted, effective learning seems like a tall order, but with IBM Kenexa LMS, you can create personalised learning plans and auto-enrolments for your employees. This means users stay focused and engaged on the required learning instead of hunting for relevant information. And with intuitive, configurable dashboards, you can minimise the time required to connect your people with the right course and content. All of this adds up to higher user acceptance rates that take learning to a higher level in your organisation.

Get going fast on any device, anywhere

With no programming required, you can quickly configure administration, manager and learning environments, taking the cost out of implementation and maintenance. Built-in wizards make complex administration, such as ad-hoc reports, course imports and auto-enrolments, a breeze. And on the front end, the system makes it easy to support multiple audiences and administrations personalising the experience for everyone. Plus you can access the system anytime, on any device. IBM Kenexa LMS supports desktop and mobile learners, with tracking and delivery support for any basic cell phone, smart phone or tablet. This allows you to start delivering content to a variety of devices and users in no time.

Empower your users

Finding a solution that works well for all users can be a challenge. With IBM Kenexa LMS, we offer learners, managers and administrators capabilities that make the learning experience a positive one. For learners, our simple searches, easy enrolment, personal education plans and progress tracking make formal, social and mobile learning a breeze. Our solution allows managers access to enable automated enrolment and progress monitoring to track learning of direct reports. Administrators can manage eLearning, mobile and instructor-led content, and quickly customise the interface by enabling only needed features. Plus with such an easy-to-use system, you can be sure that end-user support requirements will be reduced and administrative functions will be broadly shared.

Figure 4:How Kenexa Organises Learning Content
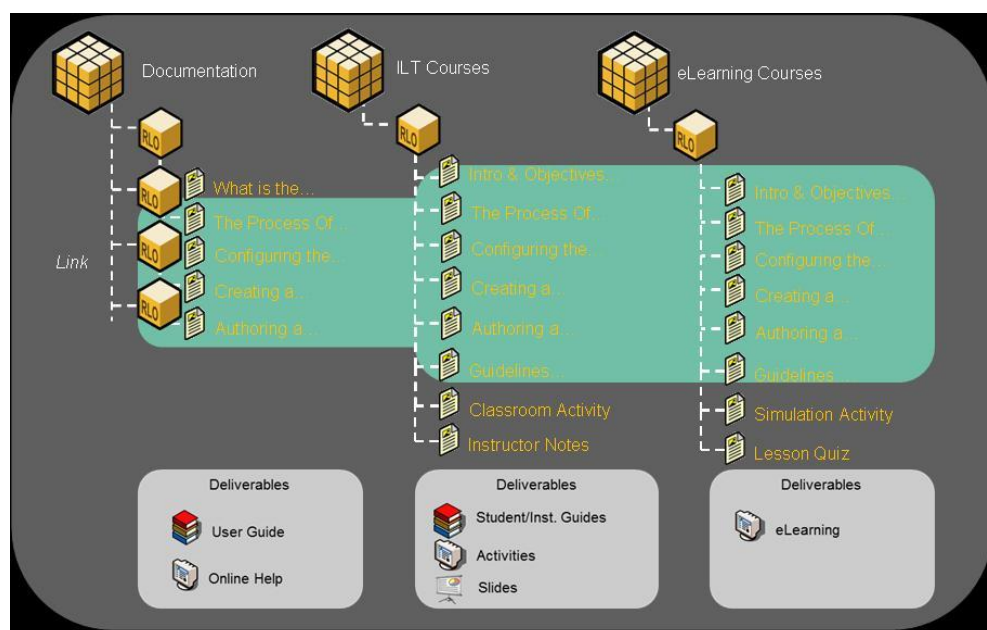
Many organisations have discovered that having automated learning content authoring makes things easier. But using manual processes to integrate, reuse, maintain, manage and deliver this content can decrease flexibility and increase costs. To have effective and cost-efficient learning content management, your organisation needs a solution that automates the entire content lifecycle.

That's why IBM Kenexa LCMS gives you a complete solution for managing content; from the moment content is created to the delivery of personalised, on-demand training modules.

We offer the most widely deployed and successful LCMS in the market. Countless organisations use IBM Kenexa LCMS to develop, maintain, manage and deliver highly effective training for millions of learners. The reason is simple; we provide the industry's most comprehensive and adaptable LCMS solution. From development to streamlined maintenance, management and delivery, we automate the entire content lifecycle to help your organisation to achieve its objectives.

Deliver learning faster

Responding to changing political, local, economic, legislative or other conditions and sharing knowledge across your organisation quickly means that you need to reduce the time it takes to deliver learning content. With IBM Kenexa LCMS, you can rapidly develop, integrate, reuse and assemble content into courses without the need for programming. Our solution improves the quality of your learning content with automated workflow and review functionality to also eliminate time consuming and error-prone manual processes. And by helping you quickly find assets, perform impact analyses, modify content and update changes through all learning, you can be confident that you'll deliver the content you need when you need it.

Optimise learning effectiveness

When you need to achieve employee competency, optimise employee productivity, empower citizens to maximise the value of your products and services, or receive the highest level of contribution from your partners, our LCMS solution empowers you to develop the personalised training you need. You can automatically and dynamically assemble and deliver training modules that are personalised to each learner's unique needs. And with our tracking functionality, you can ensure all employees stay up-to-date on required competencies, like safety and security standards, SOPs and certifications.

Foster collaboration and knowledge-sharing

Helping you connect, communicate and collaborate across your workforce requires a solution that supports social interactions. IBM Kenexa LCMS relies on our social business software platform to enhance employee interaction and knowledge exchange between development teams and subject matter experts. This means you can increase the opportunities for knowledge sharing across your organisation and encourage a culture of continual learning.

Figure 5: Social Business Software Platform

Maintain corporate standards, streamline delivery and ensure compliance

When you need to implement support for corporate standards such as templates and style guides, you can rely on IBM Kenexa LCMS. Our learning content management system empowers you to develop content and deliver it in multiple formats, including eLearning, Word, PowerPoint, PDF, XML and mobile content, all of which can be branded to meet your organisation's standards and maintain messaging consistency. With support for mobile devices, learning content can be easily rendered to any basic mobile phone, smartphone or tablet.

Not only does our LCMS help you quickly find assets, perform impact analyses and modify content, it also automatically disseminates changes throughout all learning in all areas including eLearning, Word, PowerPoint, PDF, XML and mobile content helping you reduce maintenance time and errors.

And best of all, you can meet internal compliance requirements. From safety and security standards to SOPs and certifications, our LCMS offers personalised and modular training to target specific learning needs, and provides the tracking functionality you need to ensure all employees are up-to-date on their required competencies.

INFORMATION ASSURANCE AND SECURITY

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All SaaS solutions are EU hosted.

SERVICE OPTIONS AND SLA'S

Service Levels

Availability of Service during a Contracted Month

1. Achieved Service Level (during a Contracted Month)

    93.0% - 99.2%

    Availability Credit (% of Monthly Service Invoice for Contracted Month which is the subject of a Claim)

    5%

2. Achieved Service Level

    (During a Contracted Month)

    Less than 93%

    Availability Credit (% of Monthly Service Invoice for Contracted Month which is the subject of a Claim)

    10%

"Achieved Service Level" percentage is calculated as: (a) the total number of minutes in a Contracted Month (minus the minutes of Planned System Downtime), minus (b) the total number of minutes of non-scheduled Downtime in a Contracted Month, divided by (c) the total number of minutes in a Contracted Month (minus the minutes of Planned System Downtime), with the resulting fraction expressed as a percentage.

Exclusions

This SLA is made available only to IBM Customers. This SLA does not apply to the following:

-   Beta and trial Services.

-   Non-production environments, including but not limited to test, staging, disaster recovery, or QA.

-   Claims made by an IBM Customer's users, guests, participants and permitted invitees of the Service.

-   If you have breached any material obligations under the Terms of Use, Acceptable Use Policy or your contract for the Service, including without limitation, breach of any payment obligations.

PRICING STRUCTURE

Overview of pricing structure

The contract will be offered, priced on a per user basis, subject to a minimum number of users. In addition, a onetime implementation charge will be made. Each project and negotiation is unique.

On premise solutions are provide on a perpetual licence basis and SaaS solutions are offered on an annual licence basis.

Free trial options

IBM can offer a sandbox environment of our Social LMS environment on a 2 week basis if required. Where possible we prefer to provide 1 day workshops with our customers to demonstrate our solutions and also to better understand each customer's requirements.

FURTHER INFORMATION

Application requirements:

- Windows Server 2008 (32 bit and 64 bit)
- Windows Server 2008 R2 (32 bit and 64 bit)

Database requirements:

- Microsoft SQL Server Database Server
- Microsoft SQL Server 2005 SP2
- Microsoft SQL Server 2008 (32 and 64 bit)
- Microsoft SQL Server 2008 R2 (32 and 64 bit)

End-users requirements:

- Windows XP running IE 8, Safari 5.0, Firefox 7.x, or Chrome 11
- Windows 7 running IE 8 or 9, Safari 5.0, Firefox 7.x, or Chrome 11
- OSX running Firefox 7.x, Chrome 11.x, Safari 5

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