

NetOp[®] Learning Center



**Enter a world of uses for
a world of users**

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On-line learning with instant feed-back and certificate

Many organizations face increased demands and problems educating and testing their employees. Time and place are constraints that are not easily overcome. In reality there is only one alternative: Web-based training. It neutralizes the time/place relationship by allowing employees to access learning material whenever and wherever it fits their schedule.

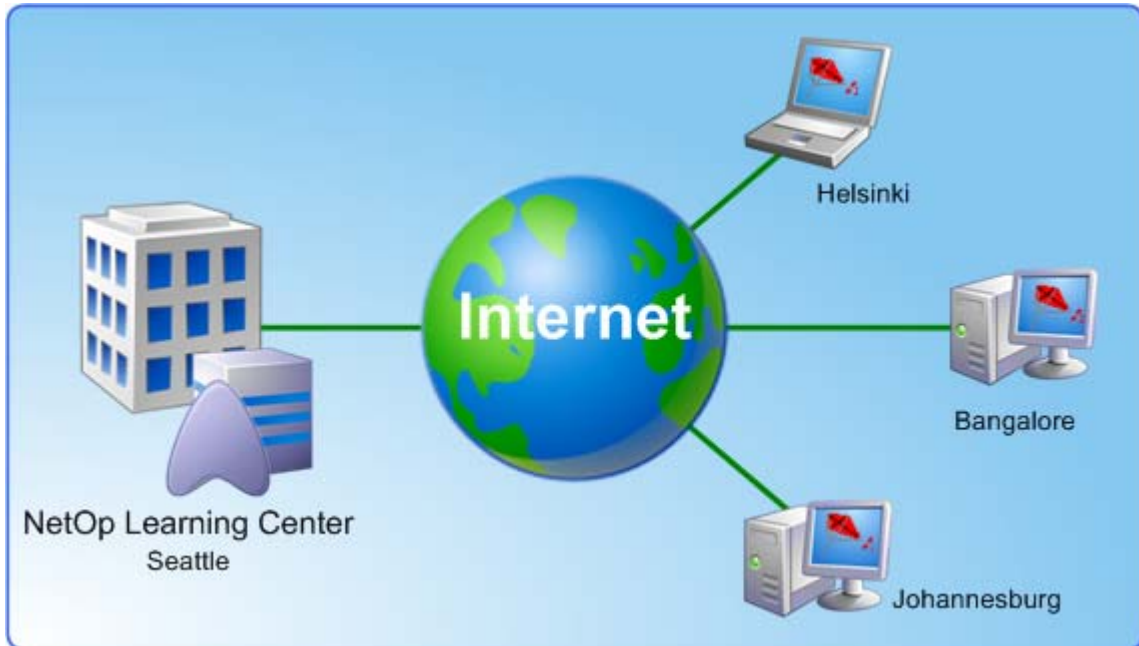


Figure 1: The learning material is available for all from the NetOp Learning Center via the Internet.

By keeping employees up-to-date organizations are able to reach several goals at the same time. One is that by offering courses and requiring employees to pass tests the organization will gain a competitive advantage. Another is that recent studies indicate that employees tend to stay with a company if they feel that they are challenged in a positive way.

In the following you will learn that NetOp Learning Center [NLC] can help your organization address training, self-study and testing without the limitations of time and place.

Solution

NetOp Learning Center is a so-called “Learning Management System” which enables organizations to develop e-learning activities (e.g. tests and self-study courses - among other things) allowing employees to gain insight and knowledge wherever they are and whenever they have the time.

The system is either installed on the organization’s premises or it is hosted by Danware.

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NetOp Learning Center provides the course-developer with a set of tools – assets – designed to solve a specific task. On the other hand it provides the users with a system that not only provides different courses, it also issues certificates and keeps track of the users – how many users have completed the course *and* passed the test. The system can also be used as self-study.

The following three sections give an overview of some of the many solutions NetOp Learning Center offers.

Testing and Certification

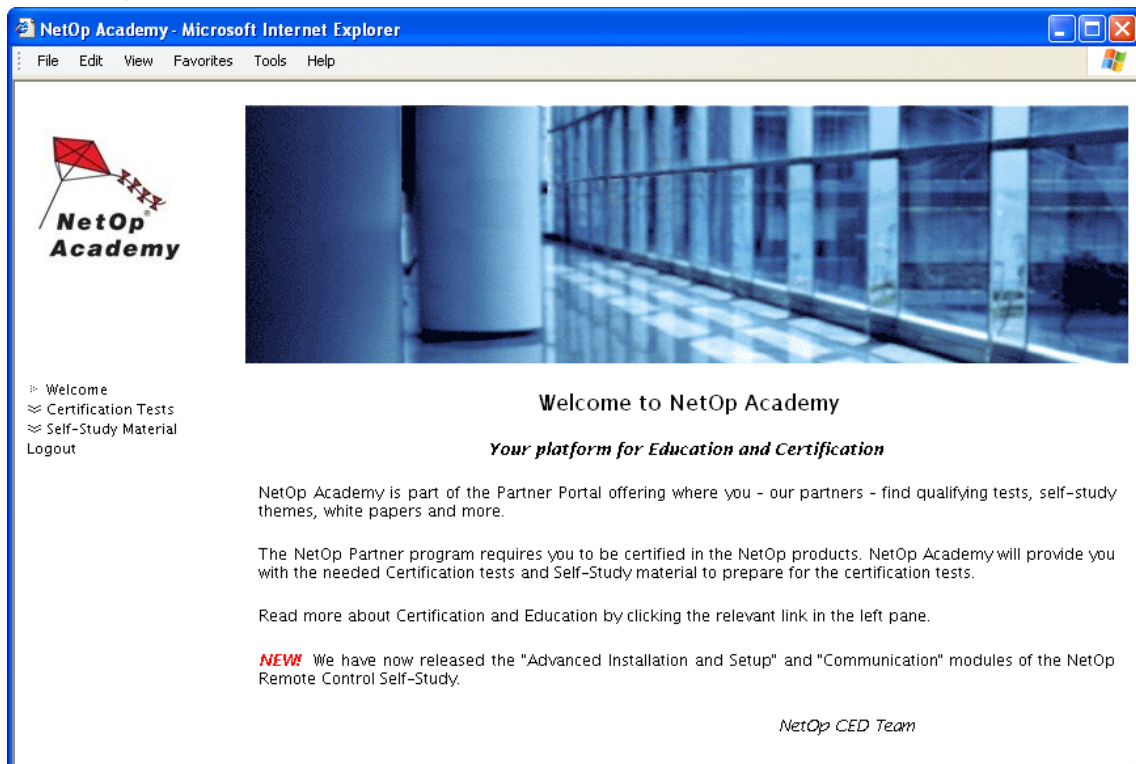


Figure 2: Build an e-portal containing - but limited to – certification tests and self-study courses.

The e-learning portal can be a part of an entire intranet solution or it can be stand-alone, depending on the organization's requirements.

The concept behind NetOp Learning Center is that developers and administrators log on to the server via a browser to create content, manage users etc. Users can find the e-portal on the Intranet or the Internet and take qualifying tests or study on their own.

Global organizations can team up employees independently of their work-place combined with user defined discussion fora.

Customized and printable certificates can be emailed directly to employees who pass the test.

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Product Training

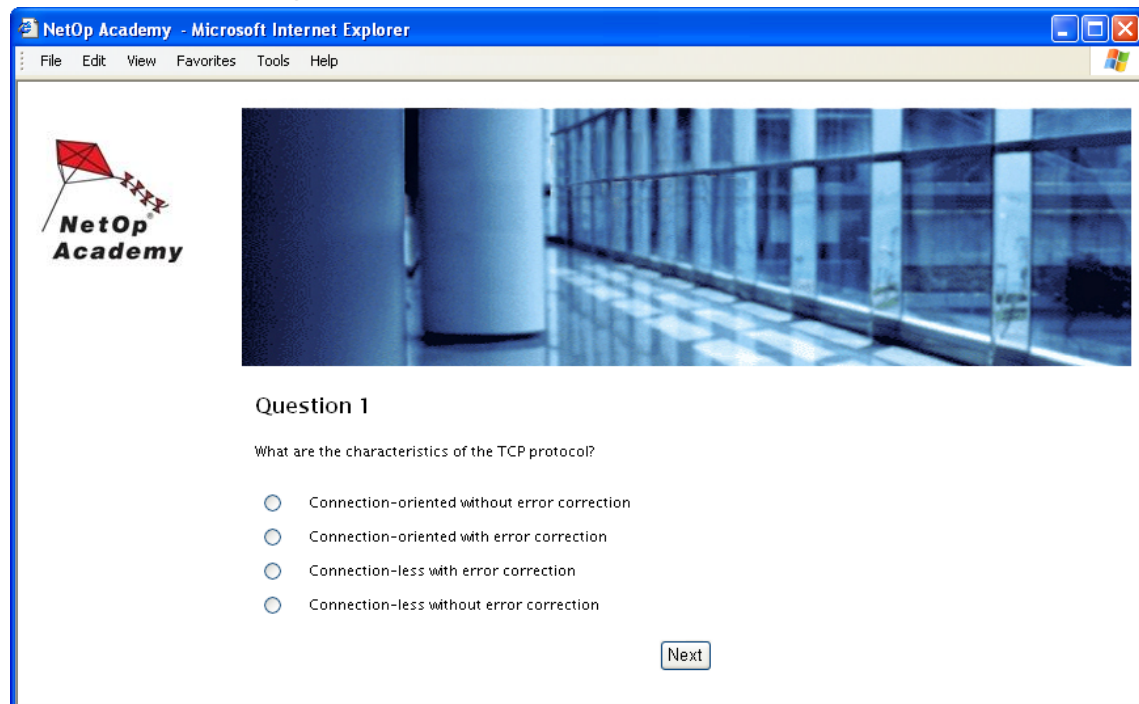


Figure 3: Questions in the test can be multiple choice with one correct answer or more correct answers.

The test keeps track of the answers, auto-evaluates the answers and gives direct feedback – including a printable certificate – to the user.

During the creation the test-developer sets a threshold that determines when the user passes. At the same time you can define how many times the user can take the test and fail before he is excluded.

The test administrator has access to extensive statistic information about users, courses and tests.

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Self-study

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Windows Installer Options

In the NetOp Remote Control CD [menu](#), select *Install NetOp Remote Control MSI* to install using Windows Installer. In the *Custom Setup* window, you can deselect installing these subfeatures:

Subfeature	Functionality	available on module:	Guest	Host	Security	Server	Gateway	Name Server
Remote Management	Enables <i>Remote Management</i>		•	•	•	•	•	•
Web Update	Enables <i>Web Update</i>		•	•	•	•	•	•
Utilities	Enables <i>unhide</i> module		•	•	•	•	•	•
Media files	Installs <i>sound</i> and <i>animation</i> files		•	•	•	•	•	•
Help system	Installs the module <i>Help</i> system		•	•	•	•	•	•
Readme file	Installs <i>ReadMe.txt</i>		•	•	•	•	•	•
Script and code examples	Installs <i>NetOp Script</i> and code examples	•	•	•	•	•	•	•
SNMP logging	Enables <i>NetOp Log</i> by <i>SNMP</i>		•	•	•	•	•	•
Remote printing	Enables <i>Remote Print</i>		•	•	•	•	•	•
ActiveX component	Enables <i>NetOp Scripting ActiveX Control</i>	•	•	•	•	•	•	•
Marker mode	Enables <i>NetOp Marker Utility</i>		•	•	•	•	•	•
Advanced feature driver	Enables <i>Remote Control</i> commands		•	•	•	•	•	•
Command mode transfer	Enables fast screen image update		•	•	•	•	•	•
Security Manager	Installs <i>NetOp Security Manager</i>		•	•	•	•	•	•
Code examples	Installs <i>Additional Tools</i>		•	•	•	•	•	•

The *Setup Type* window *Typical* and *Complete* selections will install all available subfeatures.

Figure 4: Self-study example. Use the arrows to leaf through the pages. Each chapter can be finished with a test with instant feed-back.

Self study is an opportunity to let your employees educate themselves when they have the time. It is an intelligent way of preparing to take the certifying tests, because each chapter or module can be finished with a qualifying test with instant feed-back on each question answered.

If the self study module is developed in conjunction with the certifying test it forms a stronger basis for the employee's possibility of success.

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Corporate Customization and Competence Management

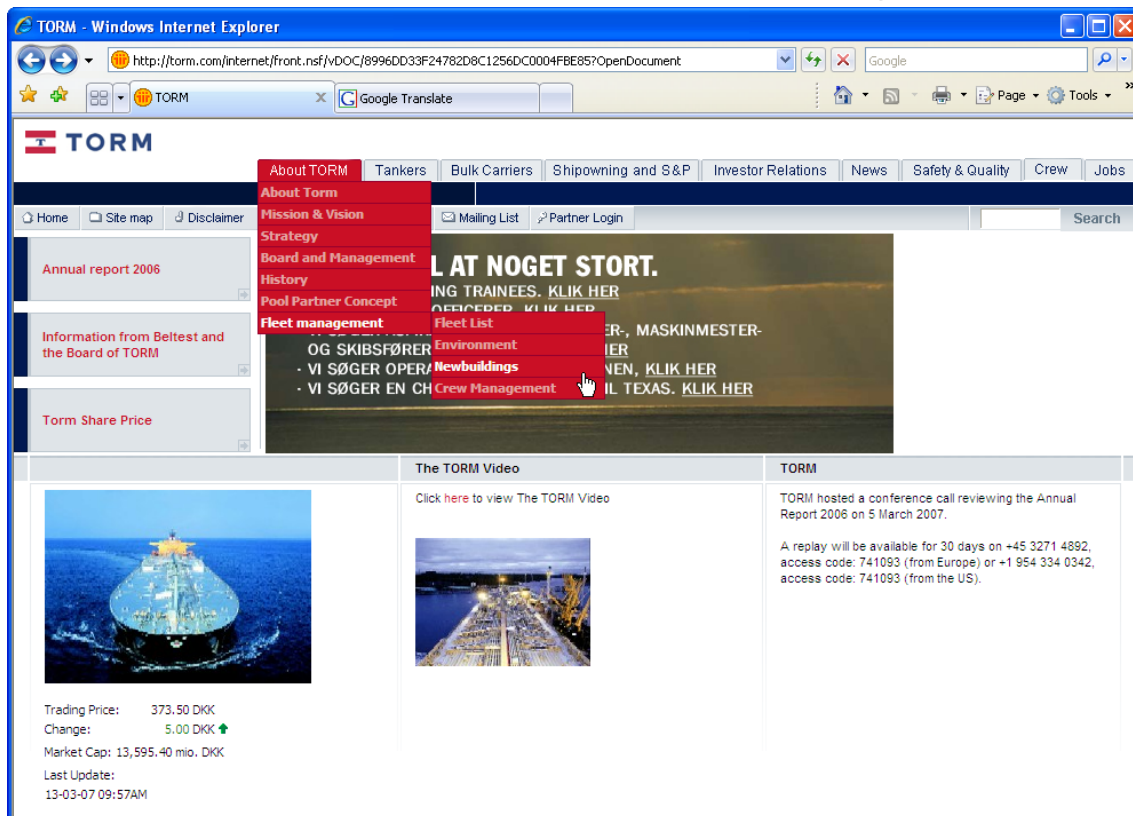


Figure 5: TORM International Shipping. NetOp Learning Center is more than courses and tests.

Companies that operate on a global scale are always faced with logistical problems with respect to training and testing.

TORM, one of the world's largest carriers of clean oil products uses NetOp Learning Center to manage its information portal. The site acts as the external portal to customers but also as the internal portal for the company's way to inform, educate and test their crew in foreign waters of new regulations and policies. The internal side of TORM naturally is protected by a password regime.

Maintenance and development on the site is carried out from the TORM headquarters and made available via Internet servers. The NLC may even be hosted to ensure easy scalability and operational reliability.

NetOp Competence Management is a competence management system enabling organizations to define and manage competencies. Furthermore, the tool lets organizations establish and follow up on competence targets plus make GAP-analysis. NetOp Competence Management integrates fully with ERP- and HR systems, and can be deployed as a separate system or as an integrated part of the overall NLC-solution.

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Key Features

SCORM	NetOp Learning Center is compatible with SCORM ¹ , which means that content created in other applications (NetOp Reactor, MS Producer, Word, DreamWeaver et al) can be re-used in NLC.
Easy access	Neither user nor developer use any installed software. All required is a login name and a password.
Assets	More than 50 assets covering everything from access and questionnaires over competence management and discussion forum to tests and GAP-analysis.

Target industries

All organizations which have or plan e-learning are potential NetOp Learning Center buyers.

Questions & Answers

How can learners collaborate within the realms of the e-learning system?

There are several ways of communication at hand. Learner-to-Instructor (and vice versa) allows for course participants to communicate via communication fora with e.g. exchange of assignments or just threaded discussions. The fora can be managed by the learners themselves. Finally, there is a built-in live instant messaging service.

Is it possible to reuse the material I've created in NLC in other programs?

Yes. All content can be exported as XML.

Can I speed up the development process by letting more people work on the same project?

Yes. Collaboration tools are available for the content developers and It is possible to create a To-Do list keeping the content developers informed about the advances of the content development. All tasks can be assigned with deadlines and follow-ups.

Is it possible to use all browsers to access NetOp Learning Center?

Yes. NLC can be accessed by all users if they are running DOM 2 compatible browsers (Firefox, Mozilla, Opera, MS Internet Explorer etc.).

And no. Developers and Administrators should use MS Internet Explorer 5.0 + in Windows environments. MAC users can use Firefox for best results.

¹ Sharable Content Object Reference Model

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Who is Danware?

Danware's core business is to develop and market software products based on the NetOp core technology – a technology enabling swift, secure and seamless transfer of screens, sound and data between two or more computers.

The company's three product areas are Desktop Management, Education and Security. The core Desktop Management product, NetOp Remote Control, enables remote control of one or more computers from another computer and can be used across different system platforms. NetOp School, the Education core product, is a software application for computer-based classroom teaching in both physical and virtual classrooms via the Internet or other networks. The Security business products are NetOp Desktop Firewall and NetOp Netfilter. All are plug 'n play products offering extensive functionality, flexibility and user-friendliness.

See more at: <http://www.netop.com/netop-809>