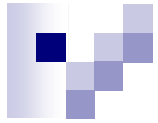




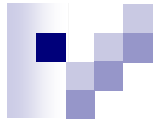
# eLearning

## Solutions



# Objectives

- Identify Options
- Identify Challenges
- Seek direction

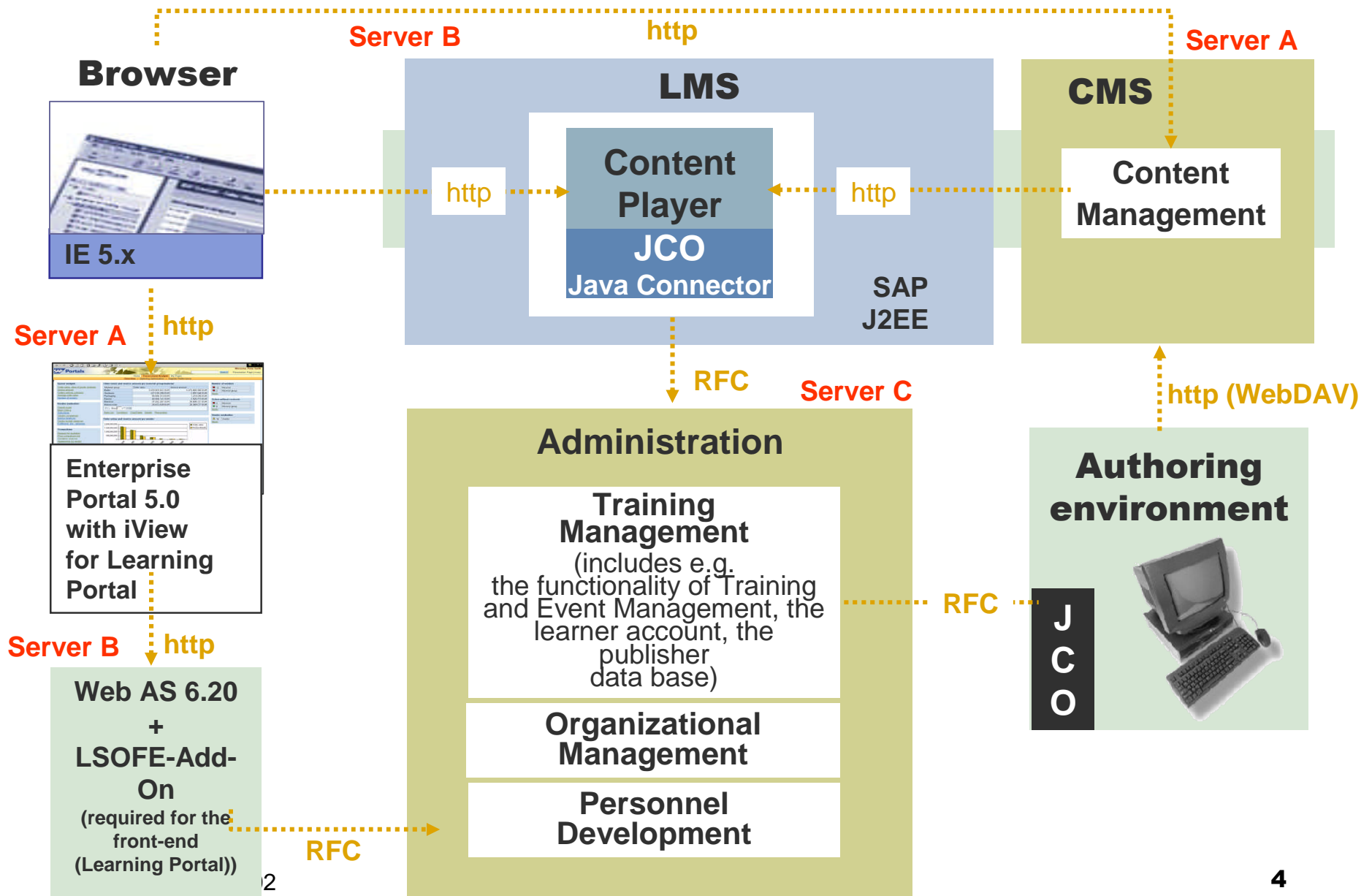


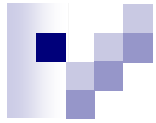
# Background

- Immediate Needs - Pilot
  - Determine potential eLearning efficiencies
  - Determine the effectiveness in comprehension and retention
  - Gain experience in online course design and development
  - Gain understanding of where/when users want to learn
  - Ensure SAP LMS/LCMS offers required functionality
  - Pilot Courses: Retail Ops, Time and Leave, Management
- Long Term - Strategy
  - Implement an eLearning capability necessary to satisfy the needs of Canada Post
  - Linked to business results
  - Focus on learning and knowledge management
  - Linked to competencies and solving real business problems
  - Renewed focus on learning
  - Driven by key process owners (Market, Sell, Serve, Fulfill) and Finance, HR



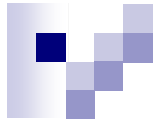
# SAP Learning Solution: Architecture (Technical View)





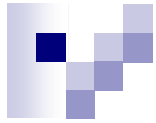
# Options

- **Standard Hosting – EDS/CGI**
  - Description
    - Host the appropriate H/W and S/W at EDS/CGI. Support provided by Tier 1 / Tier 2.
- **SAP Hosting**
  - Description
    - Host the appropriate H/W and S/W at SAP. Support provided by SAP.
- **Innovapost Lab Hosting**
  - Description
    - Host the appropriate H/W and S/W at Innovapost Lab with limited support.
- **LSP Hosting**
  - Description
    - Host the content with a 3<sup>rd</sup> party learning solution provider.



# Comparative Analysis

	<b>Standard Hosting</b>	<b>SAP Hosting</b>	<b>Lab</b>	<b>LSP</b>
Cost	H	M	M	L
Availability / support	H	H	L	H
SAP LMS/CMS	H	H	H	L
SAP HR Integration	H	H	H	L
Long Term readiness	H	M	L	L



# Challenges / Constraints

- **Funding**
  - Limited operational funds.  
No approved budget
- **Timing**
  - Impacts with BT initiatives  
and other initiatives.
- **Quality**
  - SAP solution is bleeding  
edge
  - No exposure to other  
customer experiences
  - Integration considerations

