

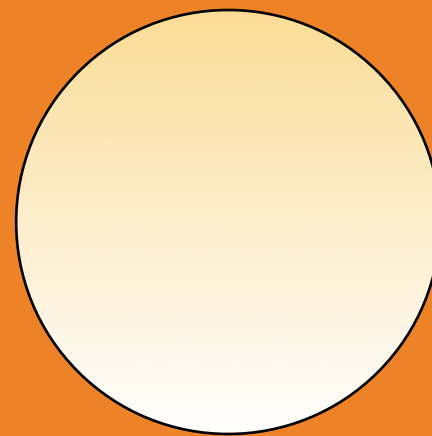


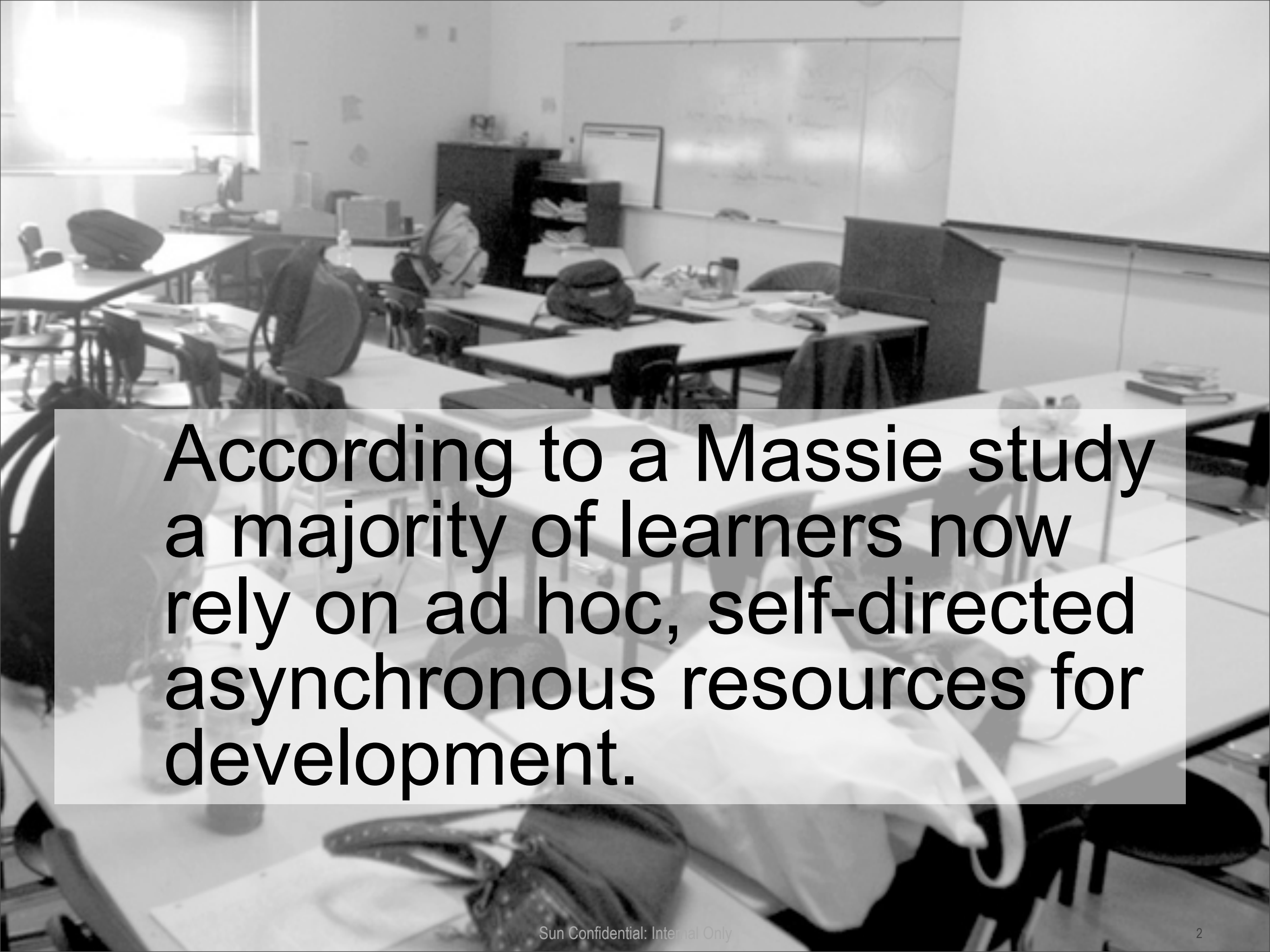
Sun  
Learning  
Services

# Sun Learning eXchange (SLX)

Joe Campbell  
Director of Sales and Marketing Training

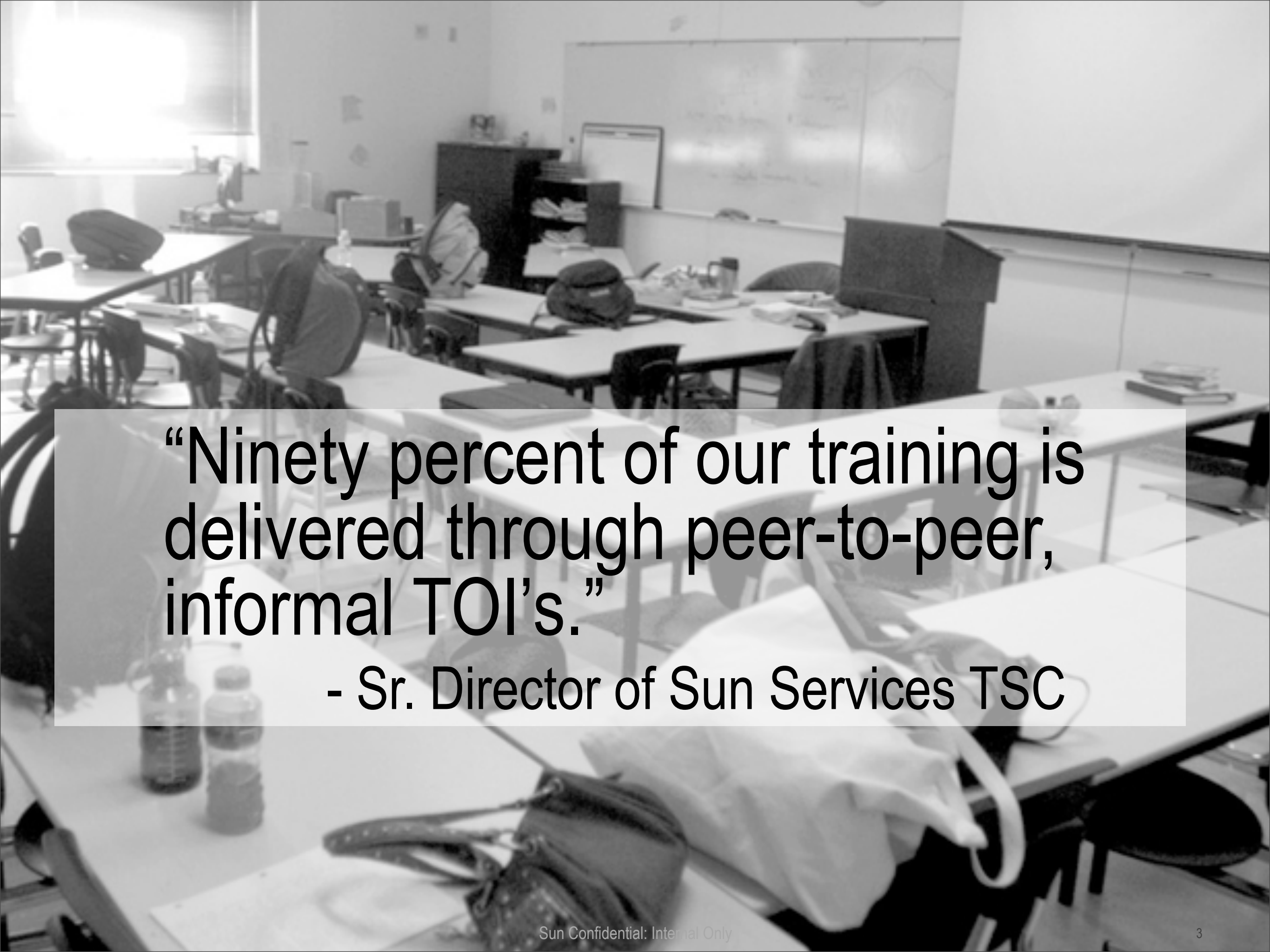
Paul Casanova  
Sr. Program Manager, SLX



A black and white photograph of a classroom. The room is filled with rows of desks and chairs, some with backpacks on them. In the background, there is a whiteboard with some faint writing on it, and a podium. The lighting is bright, possibly from a window on the left. A semi-transparent white box is overlaid on the center of the image, containing text.

**According to a Massie study  
a majority of learners now  
rely on ad hoc, self-directed  
asynchronous resources for  
development.**





**“Ninety percent of our training is delivered through peer-to-peer, informal TOL’s.”**

**- Sr. Director of Sun Services TSC**



We're not your grandfather's learner.

We've become social cyborgs, networked to people, cpu's and the world's outboard collective memory.

Wired Magazine's Clive Thompson argues we now have, "...the perfect recall of silicon memory."



In Jan. 2008, 79m You Tube users viewed 3b videos.

As of Jan. 9, 2007, apple announced 3b iTunes downloaded. This week, iTunes reached 5b downloads.

The number of managed podcasts (44,000) recently surpassed the number of radio stations globally.

Podcast listeners are growing 20% per month.



**Times are changing....**

**Tools are changing....**

**Learners are changing....**

# *How do we adapt to these changes?*

- Formal Strategy
  - > Focus our development resources on mission critical, complex and/or dangerous content
  - > Design a formal, structured system that's predictable, reliable and effective at improving targeted performance areas
  - > Create a robust reporting system that tracks individual, team, Gem and regional progress
- Informal Strategy
  - > Embrace change and the momentum learners and technology have created
  - > Design an open, informal learning environment that's fast, accessible and easy to use
  - > Leverage emerging tools to capture, share and manage content
  - > Provide a structure that will facilitate low-cost, socially managed content

# Sun Learning eXchange (SLX):

## What is SLX?

A secure, open learning portal that allows defined Sun learners to post, contribute and access informal learning content.

Supporting tools that enable learners to easily create and publish content.

A “self-managed” content management strategy that allows learners to categorize, tag, rate and provide feedback on content

Accessible on the edge via browser or mobile, IPOD compatible device

**Sun Learning eXchange**  
All Media | Most Popular | Most Viewed | Recent Uploads

My Account | My Media | My Favorites | Un-viewed Media | Upload Media

**All Sun Learning Media**

Failed Media | Missing Access | Submitted Media

**SW Webinar - Identity Partner Passlogix (SSO)**  
This webinar provides an overview of Sun Identity Manager Partner, Passlogix, details their product offering and more...  
From: Brian Leonard  
Views: 63  
Runtime: 25:84  
**Average:** ★★★★★  
Average: 5 (1 vote)

**CMP Partner and Solutions Presentation FY08**  
From: Paul Casanova  
Views: 55  
Runtime: 0  
**Average:** ☆☆☆☆☆

**Demo of Mobile Learning**  
From: Charles Beckham  
Views: 194  
Runtime: 5:32  
**Average:** ★★★★★  
Average: 4.4 (5 votes)

**Jonathan Schwartz FY09 Strategy Presentation**  
From: Anne Haas  
Views: 46  
Runtime: 38:45  
**Average:** ☆☆☆☆☆

**Sun Streaming System Elevator Pitch**  
From: Donald Lichty  
Views: 8  
Runtime:  
**Average:** ☆☆☆☆☆

**Arctic Region SuperComputing Center Customer Story**  
From: Anne Haas  
Views: 6  
Runtime:  
**Average:** ☆☆☆☆☆

**Callidus Software Customer Story**  
From: Anne Haas  
Views: 1  
Runtime:  
**Average:** ☆☆☆☆☆

**HPCVL Customer Story**  
From: Anne Haas  
Views: 1  
Runtime:  
**Average:** ☆☆☆☆☆

**Stockcharts.com Customer Story**  
From: Anne Haas  
Views: 1  
Runtime:  
**Average:** ☆☆☆☆☆

**JOIN the OPEN STORAGE revolution**  
Open Architecture  
Open Software  
Open Interoperability  
Massively Scalable  
Highly Reliable  
Breakthrough Cost/Perf

Navigation



# *What content does SLX target?*

- Guidelines for SLX content
  - > PDFs, audio podcasts, video podcasts (software demos, TOIs, job-aids)
  - > Low demand or rarely practiced: \$\$\$ development
  - > Time sensitive - Anything that requires quick publishing / distribution
  - > Easily grasped in under 1h
  - > Tracking not necessary
  - > Custom / useful to share with colleagues / partners
- Content to avoid
  - > Complex – high-end server installation
  - > Difficult – IdM troubleshooting
  - > Dangerous – playing with power
  - > Required – Sexual harassment prevention training
  - > Critical – SL8500 Technical Essentials
  - > Must be tracked...

# A Brick House Analogy



Formal Training(University)  
Is The:

Architecture  
Foundation  
Roof  
Bricks  
Building Codes  
Inspection

Informal(SLX)  
Is The:

Mortar  
Furnishings  
Landscaping  
Art  
Personal belongings



# Who Contributes?



|                 | Contributor                | SLX ACE<br>Accredited Content Expert  | SLS Developer   |
|-----------------|----------------------------|---|---|
| Description     | Anyone with a valid Sun ID | Anyone with a valid Sun ID who:<br>has an expert-level accreditation<br>OR has average content rating 4<br>or above AND completes an ACE<br>accreditation | Any SLS Developer who<br>completes an ACE accreditation |
| Publish         | ✓                          | ✓   | ✓   |
| Categorize      | ✓                          | ✓   | ✓   |
| Tag             | ✓                          | ✓   | ✓   |
| Edit            |                            |   | ✓   |
| Editor's Choice | ✓ Top 20%                  | ✓ Top 20%   | ✓ Top 20%   |
| ACE             |                            | ✓ ACE Accredited + expert<br>accreditation or Top 20%   |   |
| SLS Approved    |                            |   | ✓ <sup>11</sup> ACE accredited                          |

# How will we manage content?

- General Rules

- > Compliant with Sun's data privacy protection policy
- > Compliant with Sun's Intellectual Property control policy
- > Compliant with Sun's export control policy
- > Learn to be Open....

- Content Audit / Management

- > Content manager to enforce content policy and establish ACE-led communities that will:
- > Ensure content is appropriate for this medium
- > Audit and target outdated, inaccurate content
- > Organize and consolidate content so it's appropriately categorized
- > Establish feedback mechanisms and work with ACEs to manage contradictory/duplicate content.
- > Establish standard terminology/search optimization/appropriate support material for portal



# *What are we doing to promote SLX?*

- Rewards Program
  - > Content Challenge – 5 points for every 4-star rated piece of content added. iPOD touch awarded each quarter to top content provider
  - > Same program will be run for each practice
- SLS development teams are harvesting SLS content to distribute appropriate SLS created content
- Marketing Content Drive
  - > Paul Casanova is working with marketing across Sun to leverage FEM and other product/solution marketing
- SLX Marketing campaign
  - > Coms team is putting together announcements, competitions, etc.

# Appendix

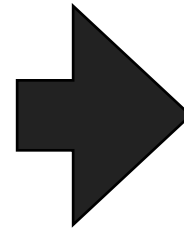


# SLX Use Cases

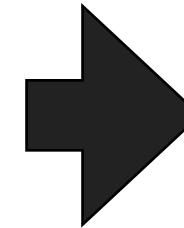
#1

SME delivers golden pitch during a roadshow, or SE has just architected a solution at a customer site etc. Records real time via screencast software provided by SLS.

iShowU



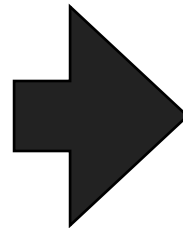
Uploads content to SLX, that content is now available SMI wide/Partner Community



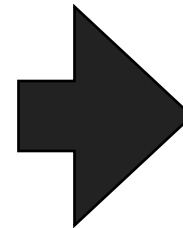
Community now has a best practice around delivering the golden pitch. This can now be downloaded and used for future engagements

#2

A webinar is delivered around product/solution value proposition.



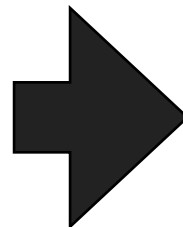
Audio/Slides were captured with the screencast software real time, no syncing needed.



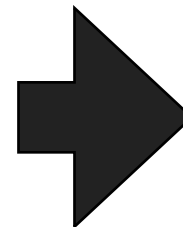
Upon completion of Webinar you can now post content to SLX, that content is now available SMI wide/ Partner Community

#3

You perform a demo of an application/deal reg, ROI Tool, etc.



Demo was captured with the screencast software real time.



Upon completion of demo you can now post content to SLX, that content is now available SMI wide/ Partner Community

# Sun Learning eXchange Overview Presentation

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