

ARCHITECTURE AND SYSTEM REQUIREMENTS

Nebo is referred to as having component-based architecture. What does this mean?

One of the many strengths of the Nebo architecture is its component-based design and the utilization of each component. Each component is independent and can be easily interchanged with another component that provides the same functionality. This allows Nebo to support a best-of-breed approach so our customers can use the products that best meet their needs.

How is Nebo a development platform?

Nebo is more than just a learning management system. It is actually a development platform that can be used to create any type of software or extend and enhance software developed for the Nebo Platform. The Nebo Software Developer's Kit (SDK) provides all the information and tools necessary to build, extend or enhance software.

What is the value of using WebLogic Application Server?

There are many application servers available in the marketplace (WebLogic™, iPlanet™, Web Sphere™, etc.). An application server helps reduce development time to create solutions as well as provides processing on the backend to reduce processing load on the client workstation and makes web applications faster. Learnframe chose WebLogic because of its superb reputation in the marketplace and its tested reliability and scalability. It's important to note that although we have selected WebLogic as our application server, we are not dependent on WebLogic as we have abstracted our logic from the application server and could use alternative application servers.

Describe how security across the firewall and with users on different sides of the firewall is handled.

The system supports User Authentication through SSL and LDAP (Novell Directory Service™ and Active Directory). In addition, the authentication component can be extended to support biometrics, card scan, thumb print or other such authentication mechanisms.

Describe the architectural scalability for multiple learner groups.

Nebo is limited only by hardware and the capacity of the database selected.

Describe the average database size with 10,000 learners. Approximately 100MB.

Describe the general "openness" of your system.

Nebo uses Java 2.0 Enterprise, Enterprise Java Beans and HTML. Learnframe supports all the industry courseware standards, including AICC, SCORM, IMS and IEEE. Learnframe's unique connection technology architecture allows drivers to connect all forms of courseware, without requiring changes to the courseware or our system. This allows us to quickly and easily support any content built to any standard. Learnframe's component-based system architecture allows any component to be extended or replaced with little or no effect on the rest of the system.

Describe your largest installation. Include hardware and database specifications as well as the number of users and administrators.

WebLogic's Application Server is rated at 50,000 concurrent connections per server. The total number of users is only limited by the size of the server farm. Learnframe's design criterion is support for 500,000 simultaneous users.

Describe your system architecture.

Nebo employs an N-Tier architecture with the ability to separate, distribute and cluster/load balance the web servers, application servers, database servers and messaging servers. In addition, components within each layer may be separated out and distributed across servers. Complete separation is maintained between layers, allowing any component to be updated real-time. Additionally, the data abstraction layer allows the system to point to and use natively external data sources including traditional and object oriented databases.

Does your architecture scale from a small implementation of 5,000 learners to a larger implementation of 250,000+ learners? Given Learnframe's N-Tier architecture, the system is almost infinitely scalable. The system can be broken down to where individual components are placed in independent server farms giving support to millions of users.

Does your product require any browser plug-ins or applets? Nebo does not require any plug-ins, applets or downloads. An optional feature of Nebo is our SmartUpdate service which is used to deliver components to the desktop when courseware that requires players has been selected.

Does your product support a centralized database architecture? Yes. The data abstraction layer supports access to virtually any DBMS, including object-oriented databases. Nebo ships with the choice of built in support for either MS SQL 7.0 or Oracle 8.1.6.

How can all interactions with your product take place over the web: intranet or Internet?

All user interfaces are 100% HTML. This allows any student using a standard browser to access the system, including PDAs, cell phones and so forth.

List any system prerequisites for your product? (Include networking, hardware, database, web server, and other requirements).

Windows NT 4.0 or Windows 2000 servers (Sun Solaris UNIX 2.8 support will follow shortly after product release). Weblogic application and web servers are required components, and both of these ship as part of the product.

What is the recommended connection speed for Internet access?

Bandwidth and throughput are dictated by the courseware to be delivered. The Learnframe system is a minor component of the overall bandwidth and has been designed to minimize network traffic and load.

Which browsers are supported? What browser versions? What percentage of your overall installations use Netscape? Internet Explorer?

Any HTML-based web browser. The UI is system independent. The product has been tested on IE 4.01 to 5.5 and Netscape 4.75 and Netscape 6. We have slightly more IE users than Netscape users.

What databases does it support? It supports virtually any DBMS. Tested specifically for MS SQL Server 7.0 and Oracle 8.1.6.

What Operating Systems does it support? Initial release will support Windows NT and Windows 2000. Sun Solaris UNIX 2.8 support will follow shortly after product release.

What are your implementation models? Hosting? Behind the fire wall? Both? Nebo can support both implementation models – behind the firewall and hosting.

INSTRUCTOR-LED TRAINING MANAGEMENT

Are class rosters, waitlists, and cancellations tracked by Nebo for instructors? Yes. This information is available to the instructor as a report.

Can both vendor and internal ILT courses be managed within Nebo? Yes. The courses defined in the system can be internally created or defined with information from a vendor-supplied course or seminar.

Can employees enroll in all courses online regardless of course delivery method? Yes. Nebo allows for employees to enroll in all types of training – including online courses, ILT courses, labs, and so forth.

Can rating be tracked for both approved vendors and internal instructors? Yes. Nebo's e-Commerce module tracks various ratings for any product.

Does Nebo allow for the online delivery of documents to support the classroom experience, i.e., access to course handouts? Yes. Handouts can be assigned to a training activity that can be offered as part of a course.

Does Nebo provide e-mail notification to employee for confirmation and wait list assignment? Yes. Learners are notified via e-mail for confirmation of enrollment and notification of wait list assignments.

Does Nebo provide e-mail notifications and reminders of registered courses to the learner? Yes. Nebo provides e-mail notifications to learners of wait list events and successful enrollment and will also remind learners of courses they are enrolled in.

Does Nebo support the distribution and notification of pre-work or prerequisites for the course to the employee? Yes. When employees enroll in a class, they are informed of any prerequisites to accomplish prior to the course beginning.

Does Nebo workflow trigger online enrollment including manager approval? Yes. If a learner requests a course and that course is flagged requiring manager approval, a To-Do notification is sent to the manager. Upon receiving the request, the manager can then choose to grant permission for the user to access the course. If the manager approves the course, a reminder notification is sent to the learner informing them that they have been approved to take the course. In the background, the system has made the appropriate changes to grant the learner permission to the course, requiring no further action on the part of the manager. The learner can now successfully enroll in the course.

On a course-by-course basis, can a learner enroll in instructor-led courses with and without managerial approval? Yes. As noted above, the system workflow accommodates learners that want to access courses that require manager approval. In the case of not requiring manager approval, courses can be set up as not requiring manager approval for individual learners or groups of learners.

LEARNING MANAGEMENT

Can learners self-register when they are in possession of a generic login code? The organization can control whether or not self-registration is allowed. If self-registration is permitted, a user can enter their personal profile information to automatically create an account.

Can the system link online assessments to classroom training events in order to help measure the learning? Yes, but since Nebo allows the customer to use their assessment tool of choice some work would need to be done in order to create the link. This work can be simplified using the Nebo SDK.

Does each learner have the availability of a personalized learning home page? Yes. Learners can set up a personalized home page. They can arrange how information appears on the page as well as set user settings such as view calendar by week instead of by day.

Does the system allow administrators or managers to assign learning resources to one user and groups of users? Yes. Managers or administrators can assign learning resources to individual or groups of learners. (The

manager or administrator must have access rights to the group or individual in order to make the assignment.)

Does the system allow administrators to generate reports on learning progress? Yes. As part of their learning plan, learners have access to their own learning history. Managers can print standard reports or custom-created reports of learner's progress as long as they have proper access rights.

Does the system allow for searching and sorting of learning resources within catalog? Yes. An object can be searchable by keyword or text fields.

Does the system allow the users to be placed in groups, job roles or business units for the purpose of assignment of learning resources? Yes. Nebo is very flexible in how organizations can be modeled within the system. Organizational units and groups both support nesting. So, an organizational unit can be created to represent a company or nested to represent business units within that company. Individual learners can be tied to job roles and learning resources can be assigned by group or job role.

Does the system provide online reports for the learner concerning history and missed target dates and a calendar of future learning? Yes. As part of their learning plan, users can view and print the past, present and future of their assigned learning. Reports can also be generated to provide this information to learners and managers.

Does the system provide online reports in summary and detail for managers to understand the use and progress of employees? Yes. Standard reports show both detail and summary views of student progress. Also, custom reports can be created to provide this information.

Does the system support both a list and calendar view integrating both online and offline scheduled training? Yes. The learner can view a schedule of both online and offline (ILT) training that they are to attend.

Does the system support the notion of Prescriptive Learning based on Manager, Competency and/or Assessment basis? Yes. This functionality is part of the Skills Management Module. The Skills module provides prescriptive learning and skill gap analysis based on competency and/or assessment tools.

Is an individual catalog of materials presented to the learner based on the job role of the learner? Yes. If the learner is associated with a job position, learning resources can be assigned based on job positions.

FEATURES

What is the e-Learning Connection Module?

Learnframe's connection technology allows third-party courseware to be tracked and managed from Learnframe's Learning Management System without re-purposing the courseware. A connection serves as a bridge between the Learnframe LMS and the targeted courseware. Courseware is left as is. Because the courseware does not need to be re-purposed, implementation times are greatly reduced.

Learnframe has a strong commitment to open architectures and allowing e-Learning products from multiple vendors work in the same environment. In support of this commitment, Learnframe has implemented its connection technology within the Nebo product.

PRICING

Maintenance pricing

Premium Support can be purchased for 20% of MSRP per year. Maintenance includes unlimited technical phone support and minor release upgrades. (For example 2.0 to 2.1. 2.x to 3.x would be considered a major release upgrade.)

Upgrade Protection can be purchased for 40% of MSRP per year. This maintenance agreement will include all the features of the Premium Support program, with the addition of including major product releases over the period of the maintenance agreement. The customer must make this decision within the first 90 days of product purchase. This is a one-time offer. If a customer chooses not to participate in this program, there is no future opportunity to enroll.

Outline your company's licensing and pricing model.

Learnframe pricing is based on a graded per user model. The modules are sold by like-number of licenses across all modules. For example, if a customer purchased a 1,000-user Learning Platform license and wants to add the Scheduling module; they would also purchase a 1,000-user license for Scheduling. Currently, we do not support mixing different licenses for different modules.

Upgrade

Learnframe will provide an upgrade path from existing Learnframe products (Pinnacle and AdminStar™) and competitor products. The upgrade path is for like-number of licenses. Additional licenses will be purchased at non-upgrade pricing.

Upgrade to future versions of Nebo

Major release upgrade pricing will be determined at the time of release.

Government and Education Pricing

Learnframe will provide a standard discount for DIRECT SALES to qualified GSA customers of 20% off the current Manufacturer Suggested Retail Price. GSA sales through resellers should follow the Reseller price sheet attached.

Outline how payment schedules can be based on successful proof of concept and progressive implementation phases. Payment options are subject to negotiation, including variable pricing based on completing or exceeding predefined objectives.

Please provide detailed, itemized pricing. Include software, implementation, and support/maintenance pricing. The LMS package pricing includes: the platform, e-Learning connection module, instructor-led module and skills module. Pricing for Nebo software ranges from 5000 users=\$49 per user to 25,000 users=\$24 per user. Licensing above 25,000 users is based on a case by case basis. Implementation is \$1,650.00 per day plus travel expenses. Customization and development will be billed at normal rates.

LOCALIZATION

Can anything viewed by the student be seen in their language? Yes, but the text would have to be localized by the customer since Nebo will only support English in its first release.

Is the backend system and data language specific? No. Nebo can support multiple languages in one database.

Do you support foreign currencies? Yes. Nebo will support foreign currencies.

Can your product be localized? Yes. Nebo will ship fully enabled for romance as well as double-byte character sets. So, Nebo can be localized for languages such as French, Italian, Spanish and German, as well as double-byte languages such as Chinese, Japanese and Korean.

For more information visit www.learnframe.com or call 800-738-9800.