

ORACLE®

Live Virtual Classes

Mike Taylor
Lead Delivery Manager UK/IE and Nordics

Key Messages

- Save time and money
 - Stay home vs. travel
 - Stay available at work vs. disconnected
- Greater flexibility
 - Classes are not country/city specific
 - Attend any LVC, regardless of your location
 - Fewer cancellations
- Same quality
 - Same instructors, same content, same hands-on labs
- Outstanding on-line experience
 - Adapted curriculum, interactive tools, producer support

Enroll - LVCs on the Web

[11i Implement and Use Internet Expenses - LVC \(E-Business Suite\)](#)

In this course, students will learn how to setup and use the Oracle Internet Expenses application, thus enabling its effective use across their enterprise.

In addition to lectures, the Live Virtual Class format includes hands-on labs so you can practice using your new knowledge immediately. You also receive personal guidance and advice from your instructor during online daily "office hours."

[View Course Details](#)

Live Virtual Class
- [Hide Schedule](#)

Private Events
+ [View Details](#)

Location	Sort	Class Date	Sort	Duration	Class Time	Price	Instruction Language	Course Materials	Seats	Audience	Customers	Employees
	Online	20-Jan-2009		3 Days	10:00 EST - 18:00 EST	US\$ 2,250	English	English	Available	Public		
	Online	21-Jan-2009		3 Days	04:30 EST - 13:00 EST	US\$ 2,250	English	English	Available	Public		
	Online	23-Feb-2009		3 Days	10:30 America/New_York 18:30 EST	US\$ 2,250	English	English	Available	Public		
	Online	09-Mar-2009		3 Days	11:00 EDT - 19:00 EDT	US\$ 2,250	English	English	Available	Public		
	Online	16-Mar-2009		3 Days	05:30 EDT - 14:00 EDT	US\$ 2,250	English	English	Available	Public		

Not finding the course or date that you're looking for? Let us know!

indicates [100% Student Satisfaction](#)

100% Student Satisfaction: Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program on the

What's an LWC?

[BEA AquaLogic Interaction Publisher - LWC \(BEA\)](#)

The Publisher product allows non-programmers to quickly create content generating portlets. These portlets allow end users to add content in the portal. This course identifies common business processes associated with managing published content and who is involved in these processes. Students learn how to create Publisher portlets, manage workflow, approve and publish new content, and edit the templates that control how content is both captured and presented in the portal. The course provides task-based scenarios, enabling students to get ample hands-on experience with their upcoming content related tasks.

ALUI-W11-60

[View Course Details](#)

Live Virtual Class
[+ View Schedule](#)

Private Events
[+ View Details](#)

-
- Some LVCs have the name “LWC” in the course title
 - LWC is the old name, LVC is the new name
 - Both refer to the same delivery format
 - Some LWCs use an older type of eKit, but the most popular ones use the same eKit as LVCs
 - Over time, all courses will be called LVCs and use the same eKits

Prepare – LVC Prep Page



Deandrea Pulluaim, this is a reminder that you are scheduled to attend an upcoming Live Virtual Class.

There are important steps you must complete to get ready for your live virtual class. Click [here](#) to view the instructions. Be sure to complete the instructions no later than 24 hours prior to the class start. PLEASE NOTE: Failure to perform these steps may result in delays or an inability for you to perform the labs or view presentations.

http://education.oracle.com/pls/web_prod-plq-dad/db_pages.getpage?page_id=232

Enrollment ID 4350832



Oracle University Live Virtual Class Tutorial

HOME

FIND A COURSE AND ENROLL
PREPARE FOR CLASS

- Access Course Materials
- Review Audio Requirements
- Check System Requirements
- Test Web Conferencing
- Configure Lab Environment

ATTEND ONLINE

- First Day of Class
- Web Conferencing

① Find a Course → ② Prepare for Class → ③ Attend Online

Prepare for Class

Prepare for Class

Perform the following five steps 48 hours before your class begins:

- ✓ Access your course materials using your activation key notification.
- ✓ Review the audio requirements and settings to ensure that you can access the audio portion of your class.
- ✓ Confirm that your system meets minimum requirements to access the class.
- ✓ Join a test Web Conference to ensure that your system has all required components loaded and ready.
- ✓ Verify that your hardware and software meet the requirements to connect to the lab environment.

If you have any problems completing these setup instructions, please contact a Live Virtual Class producer in lvproducer_us@oracle.com. Students can also contact a producer toll-free by calling at the phone numbers

Attend – Logging into Class

ORACLE
UNIVERSITY

John Doe, this is a friendly reminder that you are scheduled to attend the following Live Virtual Class Training

Enrollment id 3154752

Live Virtual Class Training	Student Name	Company Name	Start Date	End Date	Class Hours	Time Zone	Order Number
Analytics: Application Developer (Siebel 7.7) LVC	John Doe	ABRPPVM	Tuesday October 3, 2006	Wednesday October 4, 2006	09:00-17:00	PST	77754

Next Steps

IMPORTANT: To ensure you have everything you need to be successful in this class, we recommend that you do this at least **24 hours prior** to the class. Please visit the [Live Virtual Class prep page](#) and complete the tasks indicated. We strongly recommend that you do this at least 24 hours prior to the class.

Note that you will not be able to download the course materials until you have received your Activation Key notification. If you have not already received it, or if you are unable to complete any of the required pre-class tasks, please [click here](#) for instructions on how to contact us.

Please click on this link to join the web portion of your class - <https://oracleuniversity.webex.com/webex/comek/21.php?ED=101943797&UID=1035267627&FM=1>

Click on the link in your Student Reminder Letter to join the Live Virtual Class

Session Information: Siebel CRM On Demand

Questions
[Click here](#) to review our Frequently Asked Questions (FAQ) about Live Virtual Classes.

To speak with an Oracle University representative, please call 1-800-633-0575.

Learn Oracle From Oracle.

Session status: Started
Session date: Tuesday, September 9, 2008
Starting time: 4:45 pm, Pacific Daylight Time (GMT -07:00, San Francisco)
Duration: 1 hour
Presenters: Tariq Fazal
Description:
Agenda:
Session number: 590 531 761
Password: (This session does not require a password.)
Teleconference:
Call-in toll-free number: 1-(866) 354-3257
Call-in number: 1-(201) 913-0751
Conference Code: 6506334038

Host's name: Tariq Fazal
Host's email: tariq.fazal@oracle.com
Course material: (none)

Join Session Now

To join this training session, provide the following information.

Your name:
Email address:

[Join Now](#)

The phone number and passcode for the audio portion of your call is displayed here.

More Interactivity

The screenshot displays the Oracle WebEx Training Center interface. The main content area shows a slide titled "Welcome to Oracle University" with the subtitle "Oracle's PeopleSoft Enterprise Overview". The interface includes a top menu bar, a toolbar with various icons, and a right-hand sidebar with several panels. Red callout boxes point to specific features:

- Annotation Tools**: Annotate on the white board and share content.
- Q & A**: Pose a question to a panelist.
- Polling**: Participate in a poll posted by the presenter.
- Participant Window**: View all participants and their roles in a session.
- Interactive Tools**: Interact with participants in a session.
- Feedback Results**: View results of the poll conducted by the presenter.
- Chat**: Interact with participants in a session.
- View Tools**: Go full screen and adjust your view.

The interface also shows a "Participants" list with columns for Name, Status, and Feedback. The list includes participants like "Tanuj Fazal (Host)", "Asha Thampi", "Fung Lee", and "James Hart". A "Chat" window is visible at the bottom right, and a "Send" button is present. The bottom status bar shows "Session No. 590-831-399" and "Integrated VoIP conference is now in progress".

More Courses

Courses in production					
Offering	Applications	Database	Fusion Middleware	Verticals	Grand Total
LVC	74	4	8	4	90
LWC	114	10	86	3	213
Total	188	14	94	7	303

Upcoming Courses					
Offering	Applications	Database	Fusion Middleware	Verticals	Grand Total
LVC	56	10	51	31	148
LWC	51	18	29	14	112
Total	107	28	80	45	260

LVC Quality

Oracle's Commitments to LVCs

1. *Adapted Courseware*
2. *Ekit*
3. *Instructor Readiness & Training*
4. *Online Delivery Infrastructure, WebEx & GRID*
5. *Global Producer Team*
6. *100% Customer Satisfaction*

Commitment #1: Adapted Courseware

- Modular Lessons
 - Multiple sections in a lesson if the number of slides exceeds 25 or the lecture exceeds 30 minutes
 - Introduce Section Objectives and Section Summary
- Self Running Demos or Demo scripts
- Quizzes/Assessments
- Lesson Plan
 - Detailed plan covering the time required for lecture, practice, demo, and quizzes
- Online Instructor Guide
 - One stop shop for instructors that contains: Lesson-wise docs, Lesson Plan, Demos

Commitment #2: Ekits

Ekit: State of the art electronic document distribution

Coming Soon:

- *Color*
- *Annotations*

The screenshot displays a web browser window titled "OU LVC Demonstration - Microsoft Internet Explorer". The main content area features the Oracle logo and the heading "Course Materials". Below this, there is a section for "Oracle SOA Suite 10g: Services Orchestration eKR" with an "Outline" tab. A table lists course materials:

Complete Course	File Size	
Oracle SOA Suite 10g: Services Orchestration (Complete: Lessons 1 to 17 and Appendix A: Practices and Solutions)	27.19 MB	Download

Below the table, a "Lessons" section lists various topics, including "Preface" and "Lesson 1: Introducing Service-Oriented Concepts and Oracle SOA Suite 10g". A preview window is open, showing the document "Oracle SOA Suite 10g: Services Orchestration Student Guide". The document metadata includes "D46942GC10", "Edition 1.0", and "March 2007". The browser's status bar shows "Done" and "Local intranet".

Commitment #3: Instructor Readiness

- All instructors are trained in 3 phases
 1. LVC Overview / Introduction
 2. WebEx Training
 3. Teachback / Dry Run
- Soft Skill Training
- Virtual classroom training techniques
- Internal Mailing List (ML)
- OURC resources, Discussion Portal, FAQ, etc
- LVC Instructor Certification (soon)

Commitment #4: Online Tools (WebEx)

The screenshot shows a WebEx training session window titled "Training Center - Quick Start Guide". The main content area displays a slide with the text "Welcome to Oracle University" and "Oracle's PeopleSoft Enterprise Overview". The interface includes a menu bar (File, Edit, View, Communicate, Participant, Session, Feedback, Help), a toolbar with various icons, and a right-hand sidebar with several panels: "Participants", "Polling", "Video", and "Panelist". The "Participants" panel lists participants like "Noma...", "Panelists: 1", "Tanj Fazal (Host)", and "Attendees: 3". The "Polling" panel shows a poll titled "4 of 4 ready/ Feedback". The "Video" panel shows a "Mute" button and a "Video On" indicator. The "Panelist" panel shows a "Chat" window. At the bottom, there is a "Type chat message here..." input field and a "Send" button. The status bar at the bottom indicates "Session No. 596 831 399" and "Integrated VoIP conference is now in progress".

Annotation Tools
Annotate on the white board and share content

Q & A
Pose a question to a panelist

Polling
Participate in a poll posted by the presenter

Participant Window
View all participants and their roles in a session

Interactive Tools
Interact with participants in a session

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View results of the poll conducted by the presenter

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Interact with participants in a session

View Tools
Go full screen and adjust your view

Commitment #4: Online Tools (GRID)

- *Oracle GRID = ILT and LVC Lab Envrionments*

There is **No difference** between ILT and LVC lab machines

- *Oracle GRID is a True and Tried Platform*

GRID stats FY10

- **18,500 lab environments/quarter**
- **1200 ILT lab environments avg. per week**
- **250 LVC lab environments avg. per week**

Commitment #5: Producer Role

- *Every LVC is supported by a Producer*
- *A Producer is someone dedicated to making sure any problems during the class are addressed quickly and seamlessly:*
 - *Assists the students with any technical issues*
 - *Allows the instructor to focus on delivery*
 - *Demos process to access lab environments*
 - *Assists with any technical issues with labs during the class*
 - *Ensures eAttendance and on-line evaluations are filled out*
 - *Monitors a producer email box and toll-free support line*

Producer's Checklist

Instructor Training

Letters

Support Instructor and Students

Demo lab access

Troubleshoot Lab issues

eAttendance & online evaluations

GES

LVC Letters and Web Pages

Sales

OU Operations

Delivery

Schedulers

Product Management

ilearning

Reserve Lab Accounts

Handle Customer Queries



Commitment #6: 100% Customer Satisfaction


Instructor-Led Training
+ [View Schedule](#)

Live Virtual Class
- [Hide Schedule](#)

Private Events
+ [View Details](#)

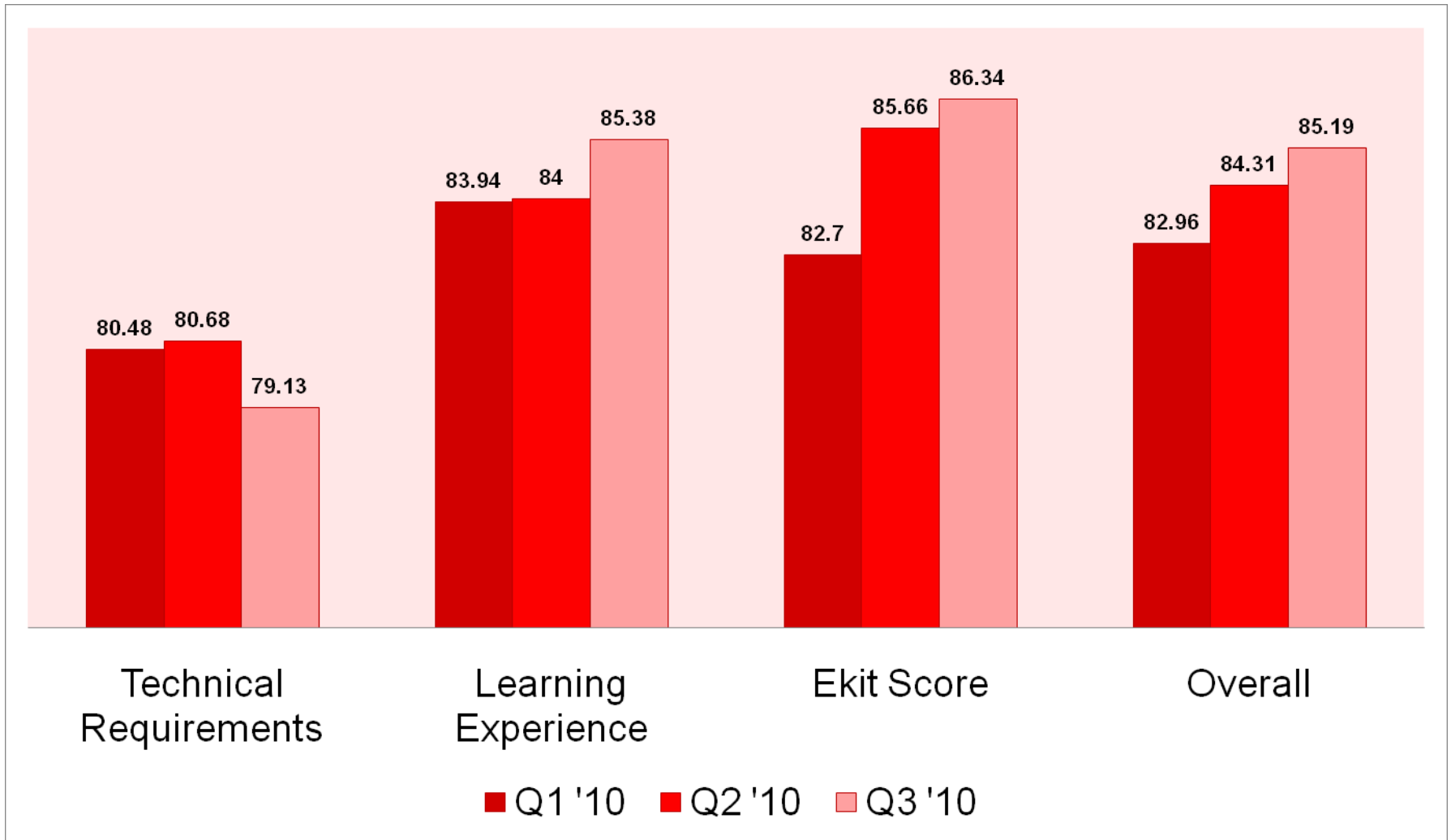
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	Online	02-Mar-2009		2 Days	10:00 EST - 18:00 EST	US\$ 1,200	English	English	Available	Public	
	Online	19-Mar-2009		2 Days	05:30 EDT - 14:00 EDT	US\$ 1,200	English	English	Available	Public	
	Online	30-Mar-2009		2 Days	10:00 EDT - 18:00 EDT	US\$ 1,200	English	English	Available	Public	

Not finding the course or date that you're looking for? Let us know!

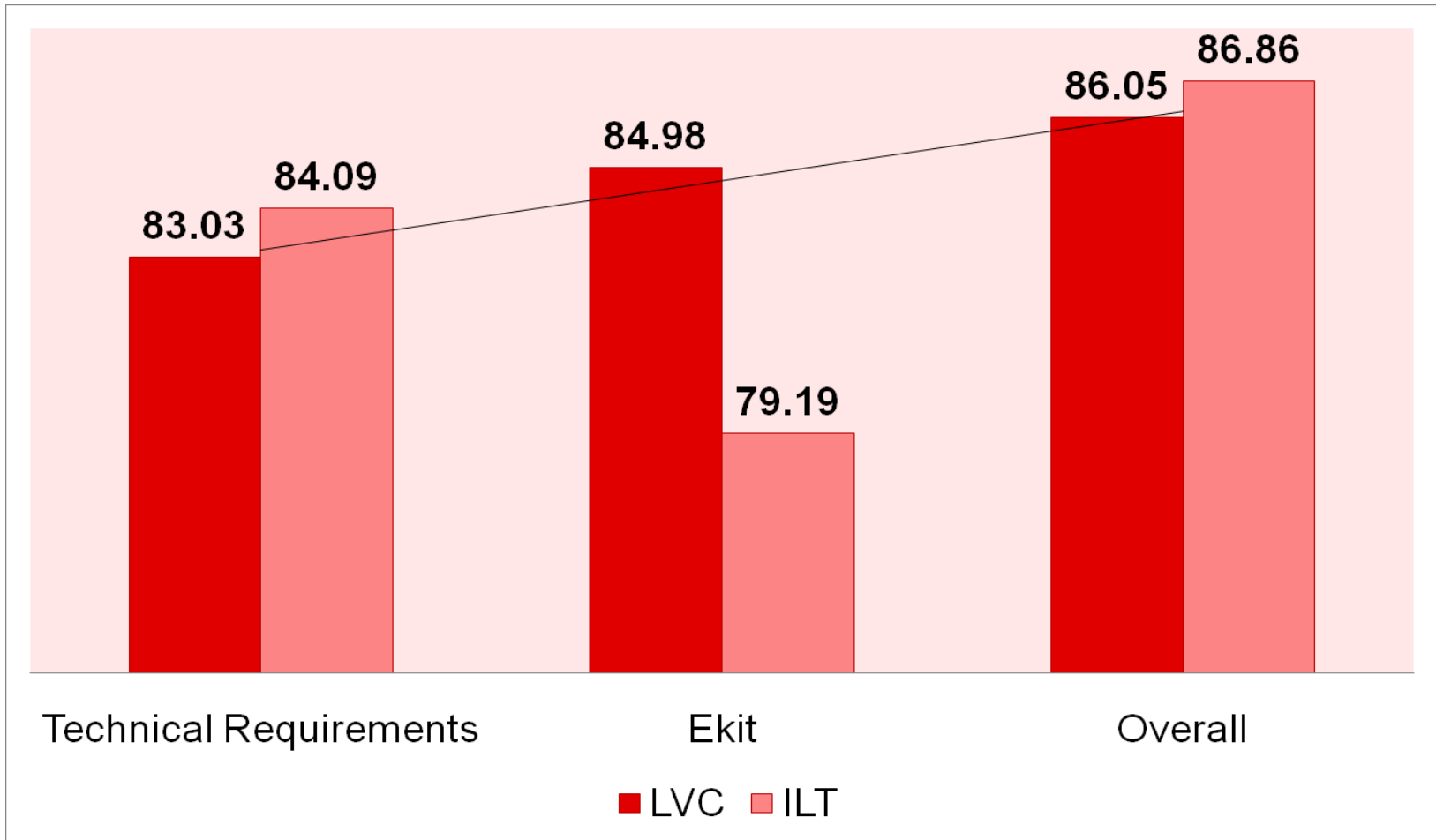
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LVC Quality Scores



ILT v/s LVC Quality



Note: ILT Evaluations do not include Learning Experience

LVC Quote

I attended a one-day LVC last week. I was very skeptical about attending an on-line eight-hour training course, and have to say I was very pleasantly surprised! The class was excellent. I have worked remotely for almost 10 years and this was one of the best virtual sessions I have ever had. I also attended an instructor led course the same week, and I feel that I got as much out of the LVC as I did the instructor led course.

Traci Major

Welch Foods Inc



Feedback from Students

“even though I was a little skeptical about how well the virtual class would work out, I think it was terrific. the sessions were interactive and informative. A very economic way to obtain my training”



“Very impressed with the virtual course. It was my first and I will happily take others in the future as well as recommend them”

“The best web ex I have participated ever! She has a gift to make it very personal. She was very professional and very considerate to all participants. Thank you”

“Good online class experience. Being in a virtual class seemed just as effective as in-person”

Our Live Virtual Class Model

Key Components of an LVC	
Name	Live Virtual Class (LVC)
Web Conferencing Tool	WebEx
Audio Conferencing	MeetingPlace in US (VoIP in EMEA, APAC)
Content	Adapted ILT courseware + interactive assets
Curriculum	Over 300 courses across all categories/tiers
Scheduling Options	Public or Private
100% Student Sat	Covered
Certification	Counts toward Certification
Student Kits	e-Kits
Customer Support/Help	Yes, every class supported by Producers
OU Instructors	Yes, same as ILT
Hands-on Labs	Yes, same as ILT
Pricing	Same as ILT



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