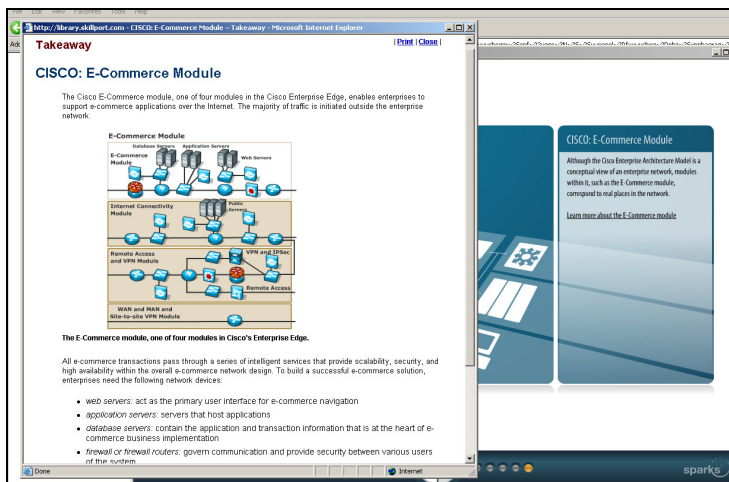


Learning Sparks – Dynamic, engaging IT scenarios

Your global network has just crashed – do you have the skills to get users back online? Or to spot elements missing from enterprise networks? Engaging, puzzling, and fun, Learning Sparks are rich interactivities that explore the problems and solutions of common IT technologies.

Learning Sparks are an exciting new content type coming to KnowledgeCenter starting in March. Sparks are innovative, instructional products that engage learners in dynamic, highly interactive scenarios. Utilizing learning techniques such as first-person video narration, drag-and-drop network simulations, and multiple choice questions with feedback, Sparks are a concise new learning mode that provides opportunities for practice and reinforcement of key targeted IT skills.



Cisco Enterprise Edge: E-Commerce Module Learning Spark. This two-part exercise asks you to complete network diagrams where certain elements – represented by icons and devices - are missing. Each Spark includes a printable takeaway.

Sparks are designed primarily for information technology subjects and will be available in several KnowledgeCenters including:

- CISCO
- MSCE/MCSA
- Microsoft Enterprise Solutions
- ORACLE
- IT Security

Learning Sparks will be accessible in each KnowledgeCenter via a block in the center column located below the Feature Topic.

Accessing this link will bring you to a page with descriptions of each Learning Spark in the KnowledgeCenter.



Frequently asked Questions

- When will Learning Sparks be available in KnowledgeCenters? Sparks will begin appearing in KnowledgeCenters during March, according to each KnowledgeCenter’s regular refresh schedule. Some Sparks are applicable to more than one KnowledgeCenter – as shown below.

| KnowledgeCenter | Spark code | Spark title | Releasing in KnowledgeCenters |
|-------------------------------------|----------------|------------------------------------------------------------|-------------------------------|
| Microsoft Enterprise Solutions 2008 | _pc_ls_msed001 | Computer Cables & Connectors | March 3 |
| CISCO | _pc_ls_ccqs001 | Troubleshooting Networks: Restoring the Beijing Connection | March 10 |
| | _pc_ls_ccds001 | Cisco Enterprise Edge: E-Commerce Module | |
| | _pc_ls_ccds002 | Cisco Enterprise Edge: Internet Connectivity Module | |
| | _pc_ls_ccds003 | Cisco Enterprise Edge: Remote Access and VPN Module | |
| MCSE / MCSA | _pc_ls_msed001 | Computer Cables & Connectors | March 17 |

- Will Sparks be available separate from the KnowledgeCenters? No, Sparks are only available in KnowledgeCenters.
- What do I need to do in order to implement Sparks? No action is required in order to implement Sparks; they will automatically be added to the relevant KnowledgeCenters as shown above.
- If I am not a customer of one of the three KCs, where can I view a Learning Spark? Sparks will be available in the relevant KnowledgeCenters on all eval sites that include KCs such as Eval.Skillport.com, KCEval.skillport.com, and KCEval2.skillport.com.



Please note that Sparks will not be in all IT KCs, but will be appearing only in the relevant KCs released per the schedule above.

5. How do I know when a Spark will be coming to my KC?
A schedule for releases for Sparks for each KC will be available on Client Community.
6. Will Sparks be available and searchable directly in SkillPort or OLSA?
Although Sparks are pushed to sites like other SkillPort and OLSA assets, they are currently invisible and not searchable in SkillPort. Additional support (for example searching) in SkillPort and OLSA is under investigation.