# IBM Social Learning V1.0

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## At a glance

IBM® Social Learning V1.0, powered by Kenexa® learning and IBM social collaboration and analytics, is designed to inspire people to engage, contribute expertise, and learn from experts using interactive rich media in real time.

IBM Social Learning is delivered as a service and features:

- High definition video as well as presentations, documents, interactive HTML, and device simulators.
- Full content and faceted search, including finding videos by their transcript contents.
- Expert-focused social dialog and Q&A about learning content, even at a moment of time in a video.
- Groups of interest creation to inspire discussions about formal learning content and group shared content.
- The ability to easily find people by their expertise, interests, and keyword search to follow, live chat, and invite to groups.
- Course design, review workflows, and learning content tagging to facilitate search for published content.
- Video transcription service and transcript editor.
- Analytical reports to optimize content and engagement.

## Overview

Complex problems can be addressed with a new approach to learning and analytics, encouraging users to share their expertise in an interactive collaborative learning environment, which includes an advanced video learning experience.

IBM Social Learning V1.0, a new approach to learning, can be applied in unlimited ways across industries and functions by creating a global, interactive coaching and training experience regardless of time, location, or device. It enables professionals to access content in real time and to build personalized learning paths, assisted by recommendations based on behavioral science, which is a key differentiator of this solution. With Social Learning, people are inspired to engage in dialogue, contribute expertise, search and contribute to content, and learn from experts using interactive rich media.

Social Learning takes the guesswork out of learning for both the employees and the organization by applying analytics to usage and social interaction to identify opportunities to optimize content, improve efficiency, and increase longevity and relevance of the material. You can increase the speed and accuracy in which knowledge is exchanged. Ultimately, Social Learning drives a faster, more accurate knowledge exchange creating a smarter workforce.
Social Learning benefits include:

- The ability for communities of experts to collaborate on topics, videos, and files.
- The ability for employees to engage with experts anytime through discussions, communities, and real-time chats.
- The ability for users to be brought to a specific area of a video.
- The ability to find and chat with experts, mentors, or coaches.
- The availability of an expert Q&A.
- Program that is extremely easy to understand.
- The ability to inspire experts to contribute.

**Key prerequisites**

Supported client operating systems

- Microsoft™ Windows™ 7
- Microsoft Windows 8
- Mac OS X 10.9

Supported web browsers

- Microsoft Internet Explorer 10
- Mozilla Firefox
- Apple Safari 6 on Macintosh
- Google Chrome

**Planned availability date**

December 27, 2013: Electronic availability (English only)

**Description**

By using IBM Social Learning V1.0, organizations can experience new paradigms of learning.

**People learn from the experts**

- Different from the traditional top down learning approach.
- Content is provided by the people who know the most about topics, the experts themselves.
- Users can engage experts at anytime through discussions, communities, and real-time chat.

**Training comes alive**

- Engaging video content.
- Ask questions of the experts and see what others have asked.
- Need answers now? Start a live chat with the expert.
- Follow people you like to get easy access to new knowledge when it becomes available.

**Training gets better over time**

- Analytics reporting capability can show what learning content is used the most and where people have questions.
• Data from reports can be used to provide areas of improvement.
• Experts can then improve content or add discussions to collaborate on new innovations and understanding.

Knowledge can be obtained fast and just in time
• Users can search through the actual video transcripts and be brought to the actual point in time where the topic is discussed.

Accessibility by people with disabilities
A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM website


IPLA and Subscription and Support considerations
IPLA licenses can be transferred from one machine to another within, but not limited to an enterprise. You may aggregate the capacity for all the processors the product is operated on to achieve a more economic price. This will result in a single Proof of Entitlement (PoE). It is your responsibility to manage the distribution of Value Units within the limits of the entitlement of the product license.

Subscription and Support must cover the same capacity as the product license entitlement. Subscription and Support will be available in the country in which the agreement is made.

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<tr>
<td>5725-P79</td>
<td>1.0.0</td>
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Education support
IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

http://www.ibm.com/services/learning/

Contact your IBM representative for course information.

IBM Software Services for Education provides education to support many IBM offerings. For a complete list of offerings visit the website at

http://www.ibm.com/software/lotus/training

Offering Information
Product information is available via the Offering Information website

http://www.ibm.com/common/ssi

Also, visit the Passport Advantage® website

http://www.ibm.com/software/passportadvantage
Publications

No publications are shipped with this product.

The IBM Publications Center

http://www.ibm.com/shop/publications/order

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

Technical information

**Specified operating environment**

**Hardware requirements**

None

**Software requirements**

Supported client operating systems

- Microsoft Windows 7
- Microsoft Windows 8
- Mac OS X 10.9

Supported web browsers

- Microsoft Internet Explorer 10
- Mozilla Firefox
- Apple Safari 6 on Macintosh
- Google Chrome

Visit

http://www-01.ibm.com/software/lotus/services/services.html
http://www.ibm.com/social-business/

The program’s specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

**Planning information**

**Packaging**

IBM Social Learning will be distributed via electronic software distribution (ESD).
Security, auditability, and control

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

Product information

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Charge metrics definitions

Install

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

Program licenses

IBM Social Learning

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This software license includes Software Subscription and Support (also referred to as Software Maintenance).

**License Information form number**

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The program’s License Information will be available for review on the IBM Software License Agreement website


**Limited warranty applies**

Yes. Technical and customer support for this IBM SaaS offering is included during the Subscription Period. The technical support options specific to this offering are detailed at


**Limited warranty**

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

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http://www.ibm.com/support/handbook

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

**Money-back guarantee**

For clarification, note that if for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

**Volume orders (IVO)**

No

**Passport Advantage applies**

No

**Usage restriction**

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International Passport Agreement

Software Subscription and Support (Software Maintenance)

IBM Operational Support Services - SoftwareXcel

No

System i® Software Maintenance applies

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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