



Service Brief

Nortel Global Services

Learning Needs Analysis Service

Maximize the performance of your people

Introduction

Hundreds of millions of people, Fortune 500 companies and government institutions around the world trust their networks to Nortel's reliable and secure solutions. Positioned at the intersection of a network-centric world, Nortel has the experience and knowledge required to deliver end-to-end learning services to enterprise and carrier customers.

The demand for learning services is on the rise and so are the related questions. A few of the greatest concerns facing businesses today are determining the appropriate training levels that should be required for each core job function and the best way to optimize the costs and time spent on training. The Learning Needs Analysis Service enables your business to easily educate your employees in the transition to the latest technologies, keeping your company at the forefront of the technology curve to better equip them in the field, and increase operations efficiencies.

The Learning Needs Analysis Service provides a clear plan for success that is based on your business goals and objectives, allowing your company to maximize future learning investments, improve operations efficiencies and reduce operations costs. Rest assured, Nortel resources are in place to act on your plans, providing learning services on networking solutions, the convergence points between wired and wireless networks, applications and infrastructure, and carriers and enterprises.

Learning Needs Analysis Service highlights:

- Receive in-depth analyses related to skill and tool requirements
- Target specific job functions with the needed learning services
- Maximize your training budget
- Reduce support costs



The Learning Needs Analysis Service

The Learning Needs Analysis Service is largely based upon a partnership between your company and Nortel. While there are three phases to the service, the partnership is key to each step. The result is a custom Learning Needs Analysis Report that details numerous actions that can be taken to meet your specific goals and objectives.

A three-phased approach

During the initial "Definition" phase of the service, Nortel will meet with you to better understand your business challenges and learning requirements. Through these discussions, mutually agreed upon goals and objectives for the Learning Needs Analysis Service will be identified.

The second phase includes a site visit and the subsequent analysis. The site visit begins with an opening session in which Nortel and key stakeholders from your company meet. Also included are assessment testing of employees at each in-scope job function, an evaluation of the related work environment and tools and a closing session follow-up. It is at this point that Nortel begins the detailed analysis.

The final result is a detailed Learning Needs Analysis Report. The report includes all learning recommendations, the related pricing information, a schedule proposal and conditions under which each of the recommended offerings can be delivered. A formal presentation marks the conclusion of the Learning Needs Analysis Service.

Benefits

The Learning Needs Analysis Service provides a thorough review of your learning needs based upon the goals and objectives you have for your business. The final report enables you to pinpoint key areas where learning services are required. The recommendations can be targeted at roles or individual employees. By focusing your investment, you will get the most out of your training dollars, quickly bring your workforce up to speed and reduce support costs.

www.nortel.com/lnas

Possible learning and development recommendations

- Self-paced and Instructor-led eLearning
- Instructor-led Training
- Customized Training
- On-the-job Training
- Recommended Certification Tracks
- Mobile Learning
- Web Navigation Tutorials
- Mentoring Programs/Coaching
- Enhanced Tools (e.g., Wireless Access, Mobile Device Access, etc.)
- Technical Documentation
- Job Aids (Custom Documentation)
- Job Function Recommendations

"In anticipation of our new state-of-the-art Nortel network for our campus, we requested a Learning Needs Analysis for our entire network team. Our goals were to ensure that our IT team would get the best return on our training investment related to the new network, and that our team members would receive a well-informed and comprehensive basis for individualized professional and career development plans. The Nortel group completed the assessment in a highly professional and sensitive manner; we are very pleased with the outcome."

> Paul Donoghue, VP Planning & Administration, The American University in Cairo

Nortel is a recognized leader in delivering communications capabilities that make the promise of Business Made Simple a reality for our customers. Our next-generation technologies, for both service provider and enterprise networks, support multimedia and business-critical applications. Nortel's technologies are designed to help eliminate today's barriers to efficiency, speed and performance by simplifying networks and connecting people to the information they need, when they need it. Nortel does business in more than 150 countries around the world. For more information, visit Nortel on the Web at www.nortel.com. For the latest Nortel news, visit www.nortel.com/news.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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