Software Assurance E-Learning
delivery options guide for customers

Microsoft

IMPORTANT NOTE: Please do not access or launch courses on the new site <u>until you are notified</u> your organization has migrated. Doing so may cause data discrepancies in your e-learning entitlements and any course progress will be lost.

Software Assurance E-Learning

Software Assurance (SA) E-Learning entitles you ting o access self-paced, interactive, online training developed by Microsoft experts. Software Assurance E-Learning Benefits Administrators and Training Managers can use this guide to learn about the available delivery options   for accessing and administering the e-learning courses.

With Software Assurance E-Learning, you can help your employees gain skills to be more productive with their current software or help t h e m prepare for new versions with up-to-date, online training developed by Microsoft experts. Software Assurance E-Learning offers self-paced interactive training designed for end users delivered via Internet or intranet.

Use end-user e-learning training to:

- Help employees become more productive with Microsoft software.

- Prepare employees for new product implementations.

- Get flexible, self-paced training options—without impacting your budget.

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Software Assurance E-Learning delivery options:

This guide focuses on outlining the two different Software Assurance E-Learning delivery options and on helping administrators make a decision about which delivery option fits the training goals of the company.

Features	Online delivery option (Microsoft recommended)	Sharable Content Object Reference Model (SCORM) packages
SA E-Learning pool access	All Application, System/Client, Server	Application, System/Client
Access type	Online via the Microsoft Online Learning Portal	• Accessed through customer's SCORM 1.2–compliant Learning Management System (LMS) • Content hosted by customer
Firewall	Requires passage through firewalls	Behind-the-firewall solution
Benefit access tracking	Managed by Microsoft	Managed by customer to subscription limits of the licensing agreement
Administrative functionality	• Usage reporting • Create and manage E-Learning Administrator accesses • Manage users and user groups • Create and assign Learning Plans (courses) to users/groups • Unique access code creation and access code management	Dependent on customer's Learning Management capabilities
Support	Supported by Microsoft	Limited support from Microsoft
E-Learning content cost	• Included in your Software Assurance E-Learning benefit. • Visit the SA catalog to see which course titles are eligible through Software Assurance E-Learning. E-Learning titles which are not part of the Software Assurance E-Learning benefit, as stated in the SA catalog, are available for purchase.	
Delivery method cost	Included in your Software Assurance E-Learning benefit	Included in your Software Assurance E-Learning benefit
Recommended for	• All Software Assurance E-Learning customers • Customers who do not have a Learning Management System	Customers who need a behind-the-firewall solution

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Online delivery option

The online delivery option is provided at no additional charge to all Microsoft Software Assurance E-Learning benefit customers and is the recommended delivery option for Software Assurance customers. This option enables users to access Software Assurance E-Learning course from the web anytime and anywhere through the Microsoft Online Learning Portal.

Online delivery offers:

- Course access without an LMS.

- Access to all course pools.

- Reporting on student progress.

- Administrative functions, such as user/group management, learning plan creation/management, and reporting.

- Free delivery and immediate access to e-learning content.

Online delivery requires:

- Users to create and use a Microsoft account (formerly Windows Live ID) to access online course.

- Courses to be accessed through company's standard firewalls.

Online delivery access

You can provide access to online delivery to users in two ways.

	Scenario	Recommendation
Scenario 1	I need to be able to directly manage e-learning users and to create user groups, assign courses to specific users, and access e-learning usage reporting.	Use the Microsoft Online Learning Portal Administration site to provide Software Assurance E-Learning access to students.
Scenario 2	I do not need to directly manage the e-learning users or to create user groups, and I do not need to be able to assign courses to specific users. I may or may not need to access e-learning usage reporting.	Use access code provided in the Volume Licensing Service Center (VLSC), after benefit activation, to provide Software Assurance E-Learning access to students.

Resources

- SA Course Catalog. View the list of courses available through Software Assurance E-Learning.

- Online Learning Administrator guide. Explore this guide for benefit administrators and for e-learning administrators to learn about e-learning access distribution options and e-learning administration functionality.

- Microsoft IP whitelisting. If you expect multiple Microsoft accounts to be created from the same IP in a short span of time, you must whitelist your IP address.

- Software Assurance E-Learning learner guide. Learn how to use Software Assurance E-Learning courses.

- Software Assurance E-Learning best practices. Find best practices for administrators of Software Assurance E-Learning.

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SCORM delivery option

The Shareable Content Object Reference Model delivery option is available at no additional charge to all Enterprise Agreement or Select Agreement customers with the Software Assurance E-Learning benefit. The option provides SA with the ability to download the **Application** and **System** pools of SCORM courses and to host the content behind the company firewall. Students can then access these Software Assurance E-Learning courses within the organization's firewall through a SCORM 1.2-compliant LMS using familiar sign-in routines.

LMS administrators have the full capabilities of their system for reporting, prescriptive learning, access, and catalog management. Courses can be downloaded for use on the customer's LMS at no additional charge from the VLSC site. SCORM download packages are not available until about two months after the online version of the course has been released.

Server courses are not available in the SCORM format, due to the complexities of virtual labs within those courses. All **Server** courses must be consumed online. For additional information about SCORM delivery, please contact SCORMhlp.

SCORM delivery offers:

- Course access while remaining behind the firewall.

- A simple download process for **Application** and **System** courses.

- Use of your in-house LMS for administrative functions, such as catalog management and user management for assigning courses to individuals or groups.

SCORM delivery requires:

- Customers to have their own LMS.

- Customers to self-manage user access to subscription limits of the agreement terms.

- Users to still use the online delivery option for **Server** courses.

Downloading SCORM files from VLSC

1. Sign in to VLSC.

2. Click **Downloads and Keys**.

3. In the left navigation, select the Software Assurance check box.

4. Select the appropriate Microsoft E-Learning product (**Applications** or **Systems**).

5. To select download method, click **Download**, select the language, and then click **Continue**.

6. Click "Download" for each of the desired components

SCORM delivery resources

- SA Course Catalog. View the list of SCORM courses available through Software Assurance E-Learning.

- Software Assurance E-Learning best practices. Explore best practices for administrators of Software Assurance E-Learning.