

Longview⁷ Learning & Knowledge Management

Planning

Budgeting

Forecasting

Profitability Analytics

Consolidation

Reporting

Tax

Longview⁷ Learning & Knowledge Management

Knowledge management enables organizations to leverage their information assets to drive better collaboration and information sharing amongst knowledge entrepreneurs. This can lead to many substantial business benefits, including improved process efficiency, enhanced customer service and a heightened ability to transform experience and best practices into new opportunities. Longview 7 Learning and Knowledge Management is an integral component of your Longview implementation strategy and enables users to capture, share, find and use information to derive maximum business value from enterprise knowledge.

Benefits At A Glance

- Simplify information access using a single repository for corporate training and knowledge sharing
- Improve productivity by facilitating real-time collaboration
- Increase ROI from your training investment with Rapid Content Development
- Improve the learning experience and impact with role-based content delivery
- Facilitate governance and compliance efforts around policies and procedures
- Reduce help desk load by fostering peer-to-user collaboration
- Reduce cost/simplify rollout with multiple deployment options

“Valuable capital is embedded in every enterprise's knowledge and intellectual assets. Knowledge Management is an approach to managing and leveraging this capital. Enterprises must get comfortable with the management of knowledge, as it will become increasingly difficult and costly to delay formal management of these valuable assets.”

Gartner - One More Time: What is Knowledge Management?

Capturing Longview Implementation Knowledge

A critical component of your Longview implementation is capturing the knowledge and project implementation content related to deployment. Longview 7 is the ideal tool to accomplish this from project inception to implementation and ongoing project management. Longview 7 provides a comprehensive document management capability, making it easy for project architects, designers, programmers, system administrators and other team members to collaborate on building important project documentation such as design documents, functional specs, test plans and rollout plans. The application includes a workflow engine with associated email notification and reporting capabilities, so that the distribution, review and approval processes for project documents can be automated and streamlined.

In 'team workspace' fashion, your project team can use Longview 7 to set up wikis for real-time collaboration on draft documents or to create discussion forums amongst work groups or 'communities of practice' for the sharing of Longview project knowledge. The application tracks document change history and stores all document versions. The information from all online discussions is also captured for subsequent use, such as in project-related training and support materials.

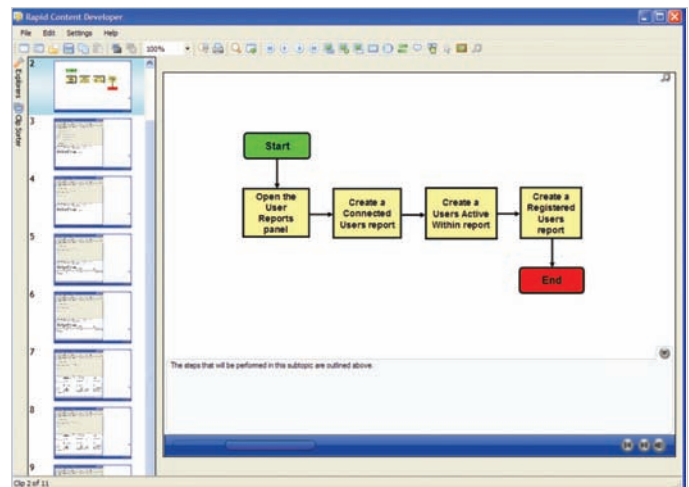
Longview User Training

During the rollout and go-live portion of your Longview 7 project, the learning content of Longview 7 can play a key role in a blended approach to user training. This blended solution may include other optional delivery channels such as classroom training or one-on-one coaching for power users, but gives customers a range of options to meet project objectives.

Longview 7 includes a comprehensive catalog of standard, pre-built learning content that will get your end-users up-to-speed in just hours. These modules cover many aspects of financial operations within Longview 7, including: financial consolidation, planning, budgeting and forecasting, and tax.

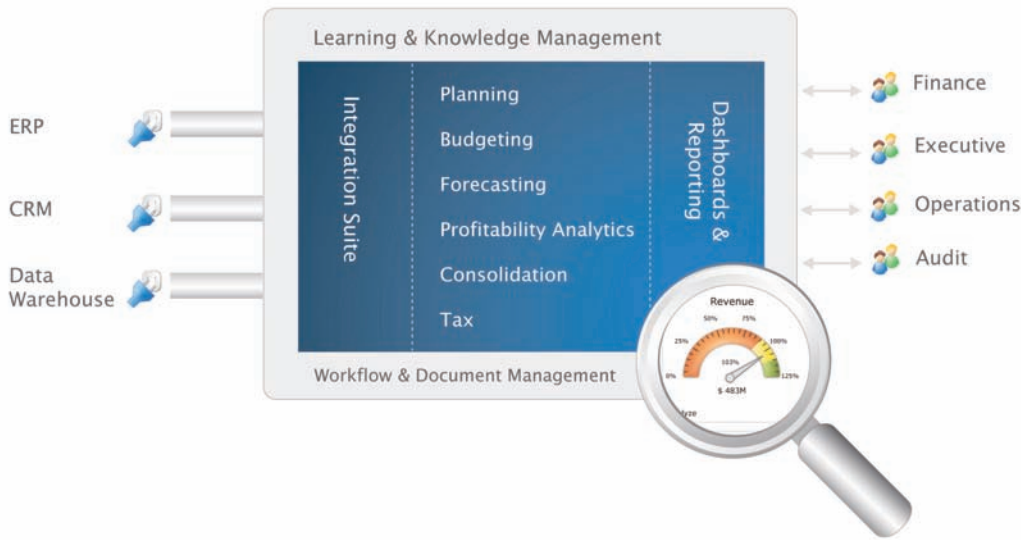
The learning content is based on interactive simulations of the Longview financial system environment that learners access via a standard Web browser. This gives users a safe environment in which they can learn how to use Longview 7 without any risk of impacting the production system. This learning content will ensure that your users understand and are fully proficient in the use of your Longview 7 application so that your organization gains maximum value from its investment in the technology.

Reporting tools allow users and management to track user progress. The learning content can also be licensed separately for integration into your existing learning management system. In addition to our standard learning content, you can also engage Longview's Learning and Knowledge Management group to create additional learning content that is customized for any unique financial processes, policies, systems or cultural needs of your organization. Drawing upon our expertise and insight, our Learning Content Developers are able to develop the right level of detail to help users embrace change. Customized work can be done using our Rapid Content Development (RCD) tool, which enables us to create learning content in a matter of hours instead of days, thus reducing your training costs per user.



RCD enables you to build and publish content without the need for a web developer or a system administrator.

Longview 7



The RCD tool is an integrated part of Longview 7. It is easy to use and doesn't require special web development skills, so you have the option of using your own subject matter experts to develop additional, custom learning content. The application will automatically assemble all the necessary files and integrate new content with existing content.

Whether it's our standard learning content or any custom content development we do on your behalf, our approach to training development is based on the widely accepted ADDIE model – analysis, design, development, implementation, evaluation. This closed-loop instructional system design model provides a step-by-step process encompassing the entire training development process and makes use of instructional theories such as behaviorism, constructivism, social learning and cognitivism to help shape instructional methodology and materials. Although many of our customers have online universities and internal training organizations, they still choose Longview's approach to training development and our ability to quickly develop effective learning content.

Longview 7 can also be used as a training library, particularly in creating role-based training documentation such as user guides and job aids. These are especially helpful to users to support

processes or activities that they use on an infrequent basis, such as quarterly or even annually. The application's workflow capabilities make it easy to have users participate in the review of these documents or to put expiry dates on them and assign them to owners to ensure they are kept up to date in conjunction with process improvements.

User Surveys and Knowledge Assessments

To address the evaluation aspect of the ADDIE model, Longview 7 includes built-in survey functionality that allows you to create and distribute surveys to users and then automatically collect responses and report on survey participation. Survey data can be used in conjunction with help desk call analysis, for example, to define new learning requirements, which in turn can drive new content development using the RCD tool.

The application also enables you to conduct random assessments to certify that users still understand how to use Longview 7 or any other application for which you need to certify user knowledge. A set of knowledge-testing questions can be sent to individual users or groups of users on a random

"Longview Knowledge Management was critical in the roll-out of our Longview Platform and continues to be a key tool to train new users, as well as keeping our 800+ worldwide users current with upgrades and enhancements"

Eaton Corporation

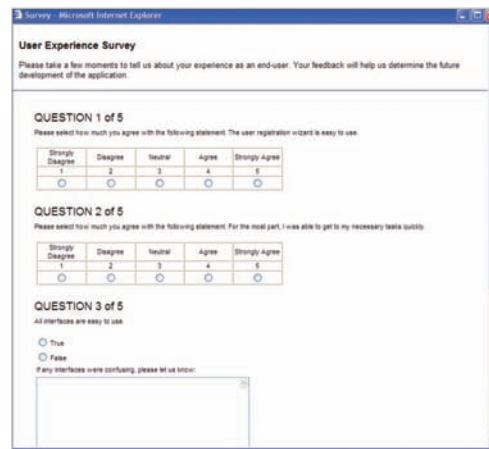
basis. The application supports the creation and distribution of the questionnaire as well as the collection of results and tracking of responses. This capability is not only useful for infrequent users, but it can also be an important aspect of your regulatory compliance. The survey and assessment capabilities make use of the same Task Manager that the application's document management functionality uses.

This workflow and email notification engine can also be used as the backbone for the learning sign-up process. Certain learning courses can be assigned to certain users, and the application will automatically notify them and keep track of who has taken which courses. Longview 7 provides both standard and customizable reports as part of these capabilities.

Governance and Compliance

Organizational knowledge comes in many forms, including standardized policies and procedures, business rules, common methodologies, and the internal controls you may have defined to meet the requirements of government regulations such as the Sarbanes-Oxley Act. Given the sensitivity to governance and compliance in today's operating environments, getting everyone on the same page is now more vital than ever. But it's not enough to just provide information to users.

Longview 7 is unique in terms of the features that support your governance efforts and help ensure staff compliance with policies and procedures. These features include a document repository, resource library, collaboration tools and a workflow engine with audit and tracking capabilities which enable your organization to: assign ownership and define expiry dates to policies electronically; identify user groups, communities or individuals affected by these policies; disseminate policies and procedures and provide online education to affected users; obtain sign-off that users understand and are committed to compliance; track and report on who has or has not complied; and perform periodic assessments to certify that user knowledge is up to date.



Poll the community to identify needs and level of understanding.

Collaborative Knowledge Management

Collaboration among employees can dramatically accelerate the initial learning process and improve your organization's ability to adapt and respond to ongoing change. This collaboration can range from the sharing of best practices and commentary on pressing business issues, to solving problems and reducing the load on your support desk. Longview 7 supports communities of practice where people with similar roles can seek help, share information and collaborate on ideas. Document management, discussion forums and wiki functionality are prime examples of knowledge management capabilities that foster such information exchange and collaboration. These communities are private and secure, ensuring information is accessible only to members; and members are notified when new information is added, so that they can review and add their comments.

Longview 7 Learning and Knowledge Management



SOA and Web Services

As part of our overall roadmap for delivering corporate performance management solutions in an SOA environment, Longview will continue to expose more and more Knowledge Management functionality as Web services that can be used to build flexible applications and business processes. For example, one customer is using the Document Repository Web service, as part of an automated process to archive documents monthly. The documents originate in numerous places throughout the financial systems, but the process pulls them together and stores them in a single repository to simplify access, in addition to archival, auditing and backup purposes.

System Requirements

The following minimum system requirements are needed to support the on-premise operation of *Longview 7 Learning and Knowledge Management*:

Web Server:	Pentium IV, 3 GHz with 1GB RAM or higher Microsoft Windows 2000/2003 Server 32bit or higher, IIS 5.0 or higher J2RE 1.4.2.04 Windows i586, IE 5.5 or higher Oracle 9i/10g or SQL ODBC Driver Microsoft .NET Framework 2.0 or higher AJAX Extensions 1.0 (unless Microsoft .NET Framework 3.5 or higher is installed)
Database Server:	Pentium IV, 3GHz, 1GB RAM Microsoft Windows 2000/2003 or higher Oracle 9i/10g or SQL Server 2000/2005
User PC:	Microsoft Windows 2000 or higher 512MB RAM or higher, 1024x768 resolution monitor or higher, sound card IE 5.5 or higher, Acrobat Reader 5.0 or higher Flash 5.0 plug-in or higher
SysAdmin/Power User PC:	Microsoft Windows 2000 or higher Pentium III, 600MHz, 512MB RAM or higher, sound card 1024x768 resolution monitor or higher

Application Delivery: Your Place or Mine

Longview 7 Learning & Knowledge Management is available for either on-premise installation or online in a Software-as-a-Service (SaaS) model in which the application is hosted by Longview and accessed by users via a standard Web browser and a secure Internet connection.

About Longview Solutions

Longview Solutions helps companies manage the business of finance with a unified, scalable application that can automate any one, or combination of, the following financial processes: Planning, Budgeting, Forecasting, Consolidation, Tax Provisioning, Management Reporting and Profitability Analytics. Since 1994, hundreds of Fortune 1000 enterprises have standardized on Longview's Corporate Performance Management (CPM) software to create a single source of financial truth, realizing significant improvements in data integrity, decision support, visibility and financial transparency. Longview is a division of Exact based in Toronto, Canada, with additional offices in Philadelphia, Chicago (USA) and London (UK).

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