



Elluminate Feature Report

Feature Name: Facilitating a Real-Time Virtual Lab

Customer Need

Training organizations are required to deliver software training faster and more effectively than ever before. One of the ways that this mandate is facilitated easily and cost-effectively is through eLearning. eLearning is typically delivered through a combination of asynchronous and synchronous delivery systems. Synchronous content, delivered through Web collaboration software or virtual classrooms, is highly effective because it is scaleable; organizations can reach remote learners more readily and can easily deliver training and deploy learning opportunities more rapidly. Today, training organizations rely on a number of hands-on strategies for synchronous training such as delivering presentations with interactive content and demonstrating applications while the participants observe and perform hands-on exercises.

In addition, the ability to facilitate a **real-time virtual lab** is very important to many training organizations. Virtual lab applications make it possible to view and fully-interact with one computer from any other computer, eliminating the need to meet in a physical space. It allows organizations to leverage a single physical computer lab across all of their regional offices, no matter where their employees are located. This has a wide range of applications including virtual hands-on training, system administration, IT support and help desks. It can also be used to support the mobile user, both for access to the corporate Intranet and remote access from home or on the road.

Virtual labs provide a number of benefits:

- Deliver more effective, customized hands-on training programs in an effective training and learning environment
- Increase team productivity and accelerate learning of technical subject matter
- Close the gap between a new application release and availability of training
- Efficiently allocate training resources according to demand and need
- Deliver training courses in a cost-effective and scalable model

Solution

Imagine field representatives, in distributed locations, who need to be trained on a new software application. Rather than flying a trainer to each location or flying the field representatives to a central location, this initiative can easily be facilitated in a virtual lab. Organizations wanting to incorporate a real-time virtual lab into formal training programs, can easily and effectively deliver these using Elluminate *Live!®*. Elluminate *Live!* provides live eLearning and Web collaboration solutions for the real-time organization. Its *No User Left Behind* technology design ensures the best user experience through superior-quality Voice Over the Internet, communications that are in-sync regardless of connection speed, broad cross-platform support, and advanced, yet easy-to-use, ESP Moderator Tools. Elluminate products create a rich, collaborative environment for live, remote training and online meetings, all while delivering lower upfront costs and a strong ROI.

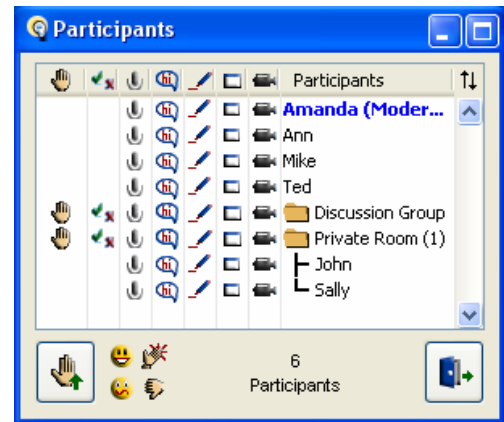
Two features--breakout rooms and remote desktop sharing--are key in the implementation of a virtual lab environment. Breakout rooms can be used to facilitate a work area for individual or small groups of participants. Elluminate's remote desktop share feature allows users to take control of a computer or workstation so that they can easily use the remote computer and the applications that reside on it. Moreover, the moderator can see what each participant is doing as if the participant were sitting in the same physical room. This "over-the-shoulder" view is very important in a virtual lab environment. With a click of the mouse, Elluminate *Live!* can connect learners to lab computers and applications.



Specifics of Facilitating a Virtual Lab

Breakout Rooms

At any time during a session, a moderator can create any number of breakout rooms and move participants into them, individually or in small groups. Content, in the form of slides, images and presentations, can also be loaded onto the breakout room whiteboard so that participants can collaborate. Breakout rooms allow the same functionality as is available in the main room. That is, participants can interact using audio, video, text messaging, multiple shared whiteboards, application sharing and moreover, all of the activity is local to the users in that room.



Remote Desktop Share

The remote desktop share features allows a user to request control of another computer. This allows the user to control all applications available on that remote computer.

Creating a Virtual Lab

Let's consider the same scenario of having to train field representatives on a new software application where the application is only available on ten computers located in a physical lab setting. Here are some of the key steps in creating a virtual lab:

1. The moderator logs into the Elluminate *Live!* session and creates ten breakout rooms (each breakout room will correspond to a computer in the physical lab).
2. The moderator (or IT personnel located in the physical lab) logs each of the computers into the Elluminate *Live!* session as well. Once logged in, each computer is set to "Automatically Allow Remote Control".
3. The moderator then moves each computer into one of the breakout rooms.
4. When the participants log in for the virtual lab session, the moderator is able to review content and demonstrate the new software application with everyone in the main room.
5. At the appropriate time during the session, the moderator can ask participants to work on hands-on activities or exercises on the new application. By moving participants to a breakout room, participants can request control of the remote lab computer already assigned to their breakout room and begin working on the assigned activities. The moderator can choose whether participants will work individually or in small groups and move them accordingly.
6. At any given time, one participant in each breakout room can take control of the remote lab computer. Everyone in the breakout room will be able to view this interaction as the participant controls the new software application resident on the virtual lab computer. When in small groups, participants can interact and collaborate with each other and share learning experiences.

Since all activity is local to the breakout room, a unique learning environment is created, one that allows for over the shoulder coaching by the moderator. Participants needing assistance can raise their hand or send private text messages to the moderator. Moderators can freely and easily move themselves between rooms to monitor participant progress, view participant work on the remote lab computer and provide assistance as needed.

Contact Information

For more information about breakout rooms, visit <http://www.lluminate.com/training>.