



What is OLSA?

Open Learning Services Architecture (OLSA) is a software platform that supports a range of Web services. The goals of OLSA are to:

- Simplify and minimize the efforts required to integrate SkillSoft capabilities into your environments, including third party LMSs, portals and other enterprise applications.
- Enable users to more easily access a broader range of richer content for more effective learning by:
 - Allowing access of learning products and services through systems other than an LMS
 - Allowing access of SkillSoft products and services through third party LMSs that previously were only available on SkillPort unless expensive, resource intensive and often non-proprietary customization was used

What are the components comprising OLSA?

OLSA is comprised of the OLSA Toolkit and the OLSA Administrator.

What Web Services make up OLSA?

OLSA supports a range of Web services provided by SkillSoft that you can access through third party LMSs, portals or other enterprise applications. Key services include:

- Catalog Management
- Mentoring
- Course Catalog Hierarchy
- Search-and-Learn™
- SkillPort® Learning Programs
- Search-and-Learn Connect
- Offline Course Play (Download) – available Dec 2006
- Support for KnowledgeCenter™ Portals

Why should I be interested in OLSA?

- **If you integrate SkillSoft assets into third party systems** and want your learners to find and access these assets through these systems. In the past you may have used SkillSoft's proprietary BCS commands to perform certain integrations. These are now achieved through OLSA.
- **If you use a third-party LMS that has OLSA integrated directly**, such as NetDimensions, SumTotal and others, you can benefit immediately. At a minimum, support of OLSA in these platforms means a transparent process to load asset information into your catalogs, greatly reducing the current manual effort required to install and maintain content. For example, installing courses manually into an LMS catalog requires a person and can take three to four minutes per course. Installing via OLSA is done automatically and takes less than a second per course.



- **If you use SkillPort or a third party LMS and want to directly access SkillSoft assets from portals or other enterprise applications.** OLSA uses a Web services standard to allow you to integrate Search-and-Learn into your environment, as well as perform many other functions that could previously only be done through a proprietary integration.

What are the costs involved with OLSA?

SkillSoft does not charge for OLSA, but does charge the standard hosting fees for hosted content.

Will the OLSA LMS partners charge for the services to integrate with SkillSoft assets?

For customized LMSs, a testing fee will most likely be charged by the LMS provider. However, each partner has its plans for implementation of an OLSA integration. Contact your LMS vendor or SkillSoft Strategic Alliances to understand specific plans and possible fees.

Is OLSA available for both SkillSoft hosted content customers and customers with content hosted behind-the-firewall?

No. OLSA is only available to SkillSoft hosted content installations.

What is a hosted content server?

A hosted content server is a server where SkillSoft hosts content for our customers. This allows us to efficiently support OLSA and SkillPort customers from a central content repository.

Does OLSA require the delivery of content on CDs?

No. One of the key benefits of OLSA is that CDs are no longer required. However, if there is a contractual obligation for SkillSoft to deliver media to the customer, then CDs should be sent.

As a SkillPort customer, can I take advantage of OLSA?

Yes, as long as you use SkillPort version 6.3 or greater.

Why is OLSA so important to SkillSoft's strategy?

OLSA addresses a lot of the concerns we have heard from customers in the past. Given the limitations of today's e-learning standards that make integration of content and functions resource intensive and costly, OLSA provides a Web-based way to overcome these limitations.

Web services is a popular and proven technology among other enterprise systems and is now starting to be used more and more to rapidly build e-learning solutions. SkillSoft is the first content provider to use Web services. In addition, all new SkillSoft products are being designed to support OLSA.

As a current customer, do I automatically receive access to OLSA?

OLSA will be available to any customer deployed on OLSA 1.0 or SkillPort 6.3 or greater. The services will need to be enabled on your site to allow access. You will also receive OLSA documentation.

As a user of a third party LMS, how do I take advantage of OLSA?

If you use NetDimensions, Plateau (1H '07) or SumTotal, you will be able to benefit from the OLSA integration being built into these products. Service implementation plans for each of these partners will vary. Contact your LMS provider or SkillSoft to understand specific plans and requirements.

If you use a “non-integrated” LMS, you will be able to utilize the OLSA Administrator to obtain referral objects (AICC file sets) for use in your LMS. Contact SkillSoft to learn how to access the Administrator and utilize the files. Also, contact your LMS provider about the learning services that SkillSoft has available and encourage them to partner with SkillSoft.

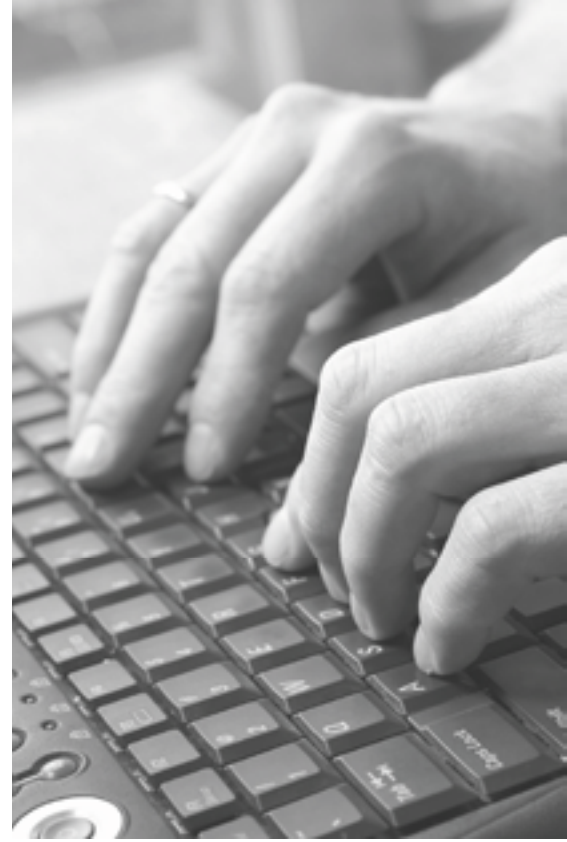
How do I take advantage of OLSA with a portal?

Our field services team can provide you with the integration kit, information and some basic guidance on how to integrate the learning services into a portal.

What additional SkillSoft products and services can be made available through a third party LMS that uses OLSA?

Without OLSA you can only access a limited set of SkillSoft products through your third party LMS. With OLSA you now have direct access to additional SkillSoft content and services including:

- Additional content: Referenceware®, job aids, SkillBriefs, KnowledgeCenter Portals, ExpertCerts™ and other advanced learning structures.
- Additional services: Mentoring, content management (automatic catalog integration and updates), off-line play, Search-and-Learn, data synchronization and more.



“We are very impressed with SkillSoft’s OLSA initiative, particularly the Search-and-Learn capability and the new KnowledgeCenter concept. OLSA will be a critical platform for those of us trying to push the envelope of integration and innovation...”

Joe Gibbons
National Director,
U.S. Education and Development,
Deloitte

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CORPORATE U.S. HEADQUARTERS

107 Northeastern Boulevard
Nashua, NH 03062
Phone: 603-324-3000
800-327-6960
Information@skillsoft.com

SKILLSOFT EMEA HEADQUARTERS

Compass House
2nd Floor
207-215 London Road
Camberley
GU15 3EY
Phone: +44 (0) 127 640 1950
Fax: +44 (0) 127 640 1951
internationalinformation@SkillSoft.com

SKILLSOFT ASIA PACIFIC HEADQUARTERS

Suite 1, Level 1
71 Epping Road
North Ryde NSW 2113
Australia
Phone: +61 2 9941 6333
Fax: +61 2 9887 1780
apac@skillsoft.com