

e - Learning

A study on e-learning application in enterprise

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Industrial System & Information Engineering

Learning , e-Learning e -
e-Learning e-Learning (mind,
concept, method) , e-Learning
(modem, LAN, ADSL) ,
(Disorientation) , (Distraction) , e-Learning
e-Learning , e-Learning
가 ,
e-Learning Masie Report e-Learning ,
(LMS), (Measurement)
e-Learning HRD
(User Interface) e-Learning
LAN
(ROI)
e-Learning
e-Learning (Web Based Performance Support
System) e-Learning , HRD
e-Learning

1.	3
2.	4
2.1	/ 4	
2.2	/ 5	
3.	e-Learning	6
3.1	e-Learning / 6	
3.2	e-Learning / 10	
3.3	e-Learning / 11	
3.4	e-Learning / 13	
3.5	e-Learning 가 / 19	
4.	e-Learning	20
4.1	e-Learning / 20	
4.2	e-Learning / 21	
4.3	e-Learning HRD / 22	
4.4	e-Learning / 22	
5.	23
	Web	24

1.

가

WBT(Web based Training)

e -Learning

(Anyone),
(Anytime), (Anywhere),
(Anything)

(Web -

based)

가 가

e -Learning

WBT

e -Learning

e -Learning

가 가

e -Learning

(

2001).

e-learning 2.

가 2.1

21 가

e-Learning

가

(Information Technology)

Infra

가

e-Learning

e-Learning

21

e-Learning

e-Learning

e-

e-Learning

e-

Learning

Learning

On-Line

e-

e-Business

Learning

e-Learning

e-Learning

e-Learning

,

e-Learning

,

“

”

(Training)

e-Learning

,

e-Learning

,

e-Learning

가

e-Learning

e-

(Self Directed Learning)

Learning

e-

Learning

가

e-

가

Learning

IT

e-Learning

,

(Digital

e-Learning

e-

Learning Technologies)

가

Learning

HRD

,

e-

e-Learning

Learning

e-Learning

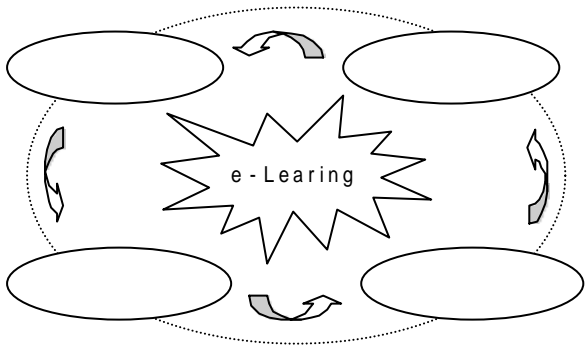
. e-Learning
(c -Learning)

(off-Line)

(on-Line)

.(1

)



[1] e-Learning
(, 2000)

2.2

, 1),
5), 11)

1) Just - in Time

가

Anyone, Anywhere, Anytime
가

2) Performance-based

가

가 가

가

가

가

가

. performance-based

3) Mastery Learning

가

4) Personal Learning Plan

()

5) Self-directed Learning

가

11) Advanced technologies as tools

6) Trainer as Coach or Facilitator

가

3. Learning e-

3.1 e-Learning

3.1.1 e-Learning

7) Continuous Progress

가 HRD

HRD

가

Follow-up

8) Team-based Learning

가

가

가

가

가

9) Distributed Learning

(Rosenberg, 2001).

HRD

(, 2001).

10) Thinking Skill and Group-process Skills

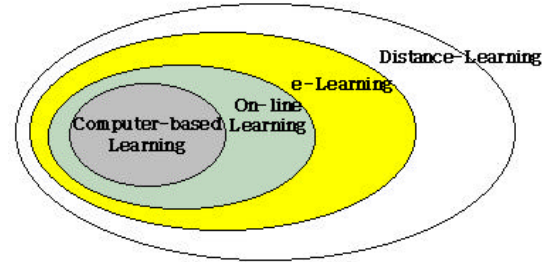
Learning

e-

3.1.2 e-Learning

C-Learning(Class-Learning),

e-Learning
 e-Learning
 가
 가
 (, 2000). e-Learning 가
 가



자료 : WR Hambrecht + Co

[2] e-Learning

e-Learning (Technology-based) , CD-ROM
 (Computer-based) ,
 (Web-based) , 가 (Virtual Classroom),
 (Collaboration)
 (, 2000).
 가
 e-Learning
 (Distance Learning)
 Learning 가
 (1).

< 1>

	(, 가)	()
	(Self-Study)	(Instructor-led),
	Customization, Personalization (,) Update 가	(,)
	가	가,
		/

: 2000. 9

, e-Learning
 (, 2000).

e-Learning
 (, 2001).

. e-Learning
가 .
가 ,
가
가 .
가
가
가
가
가 .
e-Learning
가
가
SRI
가 .

3.1.1.3 e-Learning

e-Learning
e-Learning
CD-ROM
CBT(Computer Based Training)
가
PC 가 CD-ROM
e-
Learning
가
가
1990
가 CD-ROM 가
가
가
가

e-mail e-Learning
가 가
(Synchronous Shared
Learning) e-Learning 가
1990 가

가 가

가 가 가
가 가 가

가 가 가
Learning 가 e- 가

Learning (self-study) e- Shared Learning (Asynchronous e-Learning)

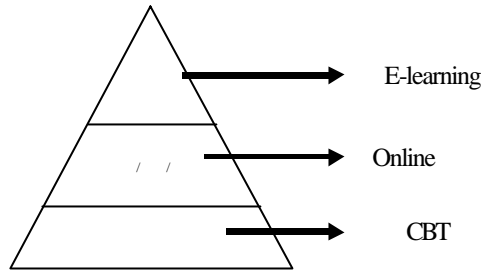
3.1.4 e-Learning

e-learning CD, e-learning(Independent e-

Learning) (, 2001)
가

(class)

가



[3]

가

가

가

e-learning

가

3.1.5 On-Line

e-Learning

CBT

, 가

On-Line

e-Learning

Learning 가

e-

가

가

3.2 e-Learning

Rosenberg(2000)

e-Learning

가가

(Learning Management System)

e-Learning

Learning

(2).

< 2> e-Learning

No		No	
1	, 가	9	,
2		10	
3	(,) ,	11	,
4	() ,	12	가
5	(, , ,)	13	
6	()	14	() ,
7		15	,
8	,		

: 2000. 9

e-Learning
 (SSL: Synchronous Shared Learning),
 (ASL: Asynchronous Shared Learning),
 e-Learning(Independent e-Learning)
 (, 2001)).

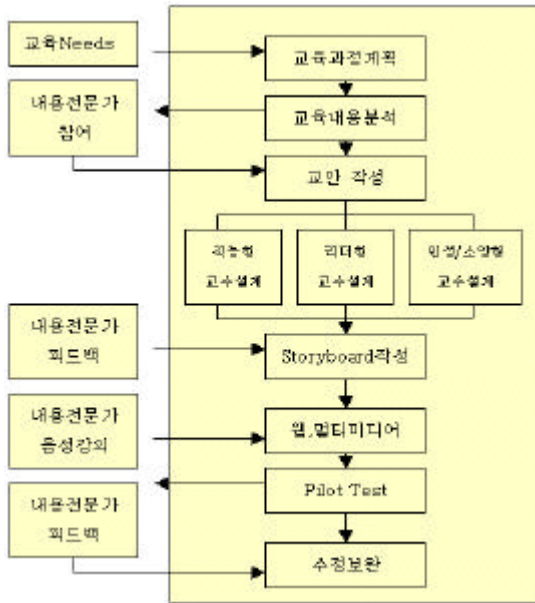
, , ,
 가
 가 ,
 가
 , 가

e-Learning 가
 (Class) ,
 (, 2001).
 3.3 e-Learning
 3.3.1 e-Learning
 e-Learning
 가 가
 , off -
 Line
 (Self-Directed Learning)
 가 ,
 가

,
 가 가
 ,
 e-Learning
 가
 가
 가

Market . e-Learning 가 e- 가 , 가 , . e-Learning (Interaction) 가 . e-Learning (, 2001). 가 가 . 3.3.3 e-Learning 3.3.2 e-Learning e- Learning e-Learning . , 2003 2000 3,000 3,650 . B2C 가 , (, 2000). e-Learning LSP, e-Learning e-Learning LCP, Enabler 가 B2C B2B , B2B B2C (, 2001). 가 , . e-Learning 가 (Just-in-time Delivery), 가 (Universal Access) 가 , 2000).

가 “ (Content Management System) Rosenberg(2000) ” “ 3.4 e-Learning e-Learning (WPSS) 3.4.1 e-Learning e-Learning 3.3.4 e-Learning 가 (click2learn.com, 2002). 21 가 (, 2000). 가 (Infrastructure)가 e-Learning 가 Learning Object , e-Learning 가 (Tactic Knowledge) (4). (KMS) e-Learning 가 (Reusable Learning Object) (DSS), 가 (EIS), 가 (ES) . (e-bizgroup, 2000) e-Learning , e-Learning (KMS) e-Learning (ERP), (CRM), (SCM) 가 HRD 가 off-Line e-Learning



[4] N-ISD (Network-based Instructional Systems Design) Model

3.4.2 e-Learning

(1) e-Learning Model

e-learning
가 , 2003 가 115
(www.astd.org/virtual_community).

e-learning
e-Learning

e-learning

6가

(, 2001).

e-learning as CBT, CAI

e-learning as Online Education

e-learning as Self Directed Learning

e-learning as Knowledge

Management System

e-learning as e-Business

e-learning as Community

6가

e-learning as
Online Education

가

e-learning as Self Directed Learning, e-learning as Knowledge Management System, e-learning as e-Business

(2) e-Learning as Online Education Trends

e-Learning

가

(wrhambrecht.com).

e-Learning

NETg,

(icsi.mk.co.kr) .

(가) (DigitalThink) 1996

IT B2B e-Learning

B2B e-Learning

, 10 가 , , ,
 160 , NETg (Learning Management Alliance Program)
 IT, , ERP , , Cisco, IBM, e-Learning
 ,
 KPMG, Charles Schwab
 () (SkillSoft) 1998
 Soft Skill e-
 () (SmartForce) 1984 Learning , , ,
 e-
 Learning 4.5% . 215
 e-Learning , , , , 가
 가 IT , , , , 가
 e-Learning , , , , 가
 .
 1,100
 , , , , 2,000
 가 , , , , ,
 (Delmar) , , ,
 B2B (K-12) .
 ,
 () (Headlight) 1998
 B2C IT, IT ,
 3000 가
 2,000 19
 , , , , SAP, ,
 가 .
 () NETg () (Click2Learn)
 IT (NETg),
 600
 , IT ,

(3) e-Learning as SDL

e-learning , 'Cisco Learning Network(CLN)' .

SDL(Self-Directed Learning) CLN (Learning Objective) 가

e-learning Knowledge Management(KM) 가

KM e-learning 가

e-learning (Right amount)

SDL 가 가 Cisco RLO RIO(Reusable Information Objective: RIO)

가 . 2000 20 , 2001

Web-based KM 5 SDL

KMS(Knowledge Management System: KMS) RLO Overview, 7±2 RIO (Assessment), (Data (Practice), RIO (Content), RIO Item)

Jail) 가 , RIO Item

(Cisco Systems, 2000).

가 Cisco RLO (Job aid), JIT(Just-In-Time)

가 Cisco 'Quick Study'

SDL 가

RLO(Reusable Learning Objective: RLO) . Cisco RLO SDL 가

, e-learning 가 KMS

KMS가 e-learning

e-learning e- (4) e-Learning as KMS

Business 가 Cisco KM e-learning IBM Microsoft .

e-learning e-business

learning IBM 20 VM KM e- KM " (Thinking work)."

Global Services IBM 1995 IBM MS KMS IBM 가

IBM KM IBM KM (Knowledge Service) Practice (Customer Room) (Knowledge Portal)

IBM KM Web 가 가 , KM

JIT hyper-context-sensitivity MS KM IBM 가 Web Knowledge Path IBM IBM informal e-learning 가 IBM 가 Web EPSS IBM (5) e-Learning as e-business 1) Cisco Cisco 1984 4 4 , 75 220 115 가 , 2000 MS(Microsoft) Cisco " 가 (Best Admired Company)" 2 , MS KM ()

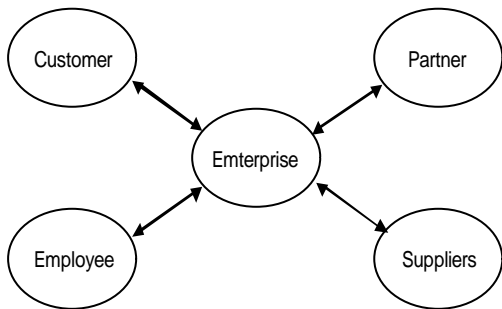
Davis(1998) Blur(Intangibles, Connectivity, Speed)

가 가
 , 가 가
 , 가

가 Speed가 가
 e-learning
 가

e-company Cisco
 1)
 (GNBM)
 Cisco ecosystem

ERP B2C, B2B, B2E



[5]

Cisco

365 24
 Cisco
 가 , Cisco

Cisco
 1 (1,000)

(CCO, Cisco Connection
 Online)
 Cisco 가
 B2C

(prospects), (customers)
 CCO
 CCO (Cisco

)
 가

Internetworking Product Center (IPC :
) CCO
 , CCO
 70,000

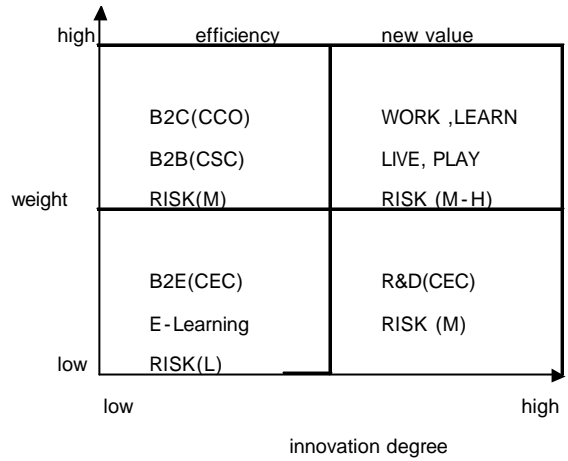
CEC(Cisco Employee Connection)
 가
 intranet

CEC

e-learning

Cisco

Cisco e-learning “
 7000 가 job
 training 가 가?”
 Cisco e- (, 2001) ’



[6] Cisco 가 matrix

가 ' 21

Cisco 4

. Cisco

가

가

4

가 . Cisco 1999 11
 'e-learning ' .

3.5 e-Learning

가

가

3) Cisco

e-Learning

2000 Cisco e- 14

72

25%

92% 가

가 matrix

1 (), 2 (), 3

() 90%

4

e-Learning

. Cisco

, IT

(work), (live),
 (play) (Learn)

(72%),

(70%), IT
 (60%)

(63%),

, Lotus, American e-Learning
Airline e -
Learning e-Learning
(, 2001) e-Learning

, SK SK LearnPLUS, e-Learning
e-Campus,
e-Learning 가 e-Learning
(mind, concept, method)

e-Learning 가
Skill
가

e-Learning
(modem, LAN, ADSL)

e-Learning
가 (Hyper
space) 가

Rosenberg “
3가 (Disorientation) ; 가
” (Mark Rosenberg, 2000).
가 (Where am I),
e- (How I came),
Learning (What to do),
가 e-Learning (Where to go),
(How to go)

(Distraction) :

4. e-Learning 가

4.1 e-Learning

e-Learning (LMS)

e-Learning

teaching(mind, content, method)

(Tracking & Analysis)

e-Learning

(Measurement)

e-Learning

e-Learning 가

e-Learning 가

Object, Metadata Learning e-Learning

가

4.2 e-Learning

Masie Report e-Learning

(, 2001).

가

가

4.3 e-Learning HRD

Learning e-Learning HRD

가

e-Learning HRD 가 가 On-Line

e-Learning e-Learning

가

가 Fathom

e-Learning (User Interface) .(, 2001)

e-Learning , e-Learning (Web Based Performance Support System)

(ROI) e-Learning , HRD e-Learning

가

4.4 e-Learning 가

e-Everything HRD 'e' 가

5. e-Learning

e-Learning e-Learning e-Learning Off-line e-Learning

e-Learning 가 line e-Learning

“Performance= F(Ability, Motivation), = , ” 가 (, 2001).

e-Learning (SDL) (JITL) e-Learning 가 가

가 ,

IT 가 가

(KMS) e-Learning 가 가 IT

Rosenberg “ (, 2000)” 가 e-Learning

e-Learning e-Learning e-Learning

e-Learning e-Business

LMS(Learning Management System)

Web

- (1) Badrul H. Khan, editor (1997). Web - based instruction. New Jersey : U.S.A. (2001), 128(2001.8) pp.64 - 69
- (2) (2000). e-Learning 가 (14) (2001), 128(2001.8) pp.26 - 33
- (3) www.click2learn.com(2002. 9). e - learning guide (15) (Web) -
- (4) Marc J. Rosenberg(2000). E - learning · strategies for delivering knowledge in the digital age. (2001), 39 (2001.3) pp.148 -158
- () (2001). e-Learning. : (16) -
- (5) (2000). e-learning (2000), 16,1 (2000.4) pp.47 -67
- (6) (2000), e -Learning (17) (2001). e -Learning (18) (2000. 9)), e -Learning (18) (2001). CEO (19) (2000), (20) (2001), LG , 2001.5
- (7) (2000). e -Learning . 7 2000.11 pp 139 -151.
- (8) (2001. 5). e-Learning . 2001. 5.
- (9) Cisco , www.cisco.com
- (10) , , 2002
- (11) , , , 2002
- (12) e-Learning , , 韓國產 業經濟學會, 產業經濟研究 15 2 40 (2002. 4) pp.305 -318
- (13) ,