



# **September 12, 2003 Meeting: “Virtual Teams in the Real World”**

**CISCO, San Jose**

# Agenda

---

- 9:00 – 9:10** Welcome, introductions and announcements
- 9:10 – 9:30** Distributed Work and Knowledge Transfer; **Terri Griffith**; Professor, Santa Clara University.
- 9:30 – 10:00** Worldwide Sales Force Development: Sales Engineer Virtual Team Program; **Megan Gailey**; Manager, WW SE Specialization Program
- 10:00 – 10:30** Knowledge Transfer Technology in Cisco's Virtual Teams; **Ted Cocheu**, CLO, Altus Learning Systems
- 10:30 – 10:40** Knowledge Transfer at Cisco: Empirical Analysis; Terri Griffith
- 10:40 – 11:00** Coffee BREAK
- 11:00 – 11:15** Virtual Team Collaboration in context of Indian Outsourcing; **Sameer Bhatia**, Founder of Octane Technologies **Sandeep Sood**, President, DeepSun and Board Member, eLearning Forum
- 11:15 – 11:45** Breakout sessions: (1) Cisco Virtual Team; (2) Virtual Team Collaboration Technologies; (3) Indian Outsourcing and Virtual Teams
- 11:45 – 12:00** Group reporting to plenum
- 12:00 – 1:00** LUNCH AND NETWORKING

# Perspectives on Indian Outsourcing

---



**“It’s breathtaking to see that India is to eLearning what Japan was to manufacturing 20 years ago, in terms of knowledge, in terms of building as a core competency, in terms of strategic acquisition. Interesting to watch.”**

**Clark Aldrich, SimuLearn, ASTD Brain Trust, Learning Circuits, September 2003**

**“One last thing about going off-shore. One of their challenges is penetration into the U.S. market. And the reason for that, in my opinion, is their lack of ability to provide valid, effective, and nimble context for the content that they’re trying to create.”**

**Lee Maxey, Five Star Development, ASTD Brain Trust, Learning Circuits, September 2003**

**Also see: CIO Special Report: The Hidden Costs of Offshore Outsourcing; September 1, 2003**