

Tutor And User Productivity Kit (UPK)

An Oracle White Paper
April 2008

Tutor and User Productivity Kit (UPK)

EXECUTIVE OVERVIEW

When you are implementing Oracle Applications, you need your people to be ready to do their jobs with the new applications when you go live. With Oracle Tutor and UPK, your employees can be Productive Day One of go-live. Tutor and UPK are complementary end user documentation tools that you can start using right now to achieve the goal of productivity. In short, Tutor is used to capture the 'people to people' activities and UPK is used to capture the 'people to system' steps. When used together, these tools can help maximize your applications investment, minimize risk, speed ROI, and increase employee productivity, from Day One. They can be used with ALL of Oracle's business application brands, and allow you to streamline the creation of user documentation and self paced training, reflecting your specific business practices and applications environment.

What our partners are saying.

KBACE Technologies uses Oracle's Tutor and UPK to quickly create user documentation supporting an effective adoption process during the implementation of Oracle Applications. By greatly streamlining the documentation effort, these two tools give KBACE the ability to develop accurate training material throughout the Conference Room Pilot process. Our customers become productive in the new applications quickly, and are given the ability to maintain the user materials for performance support long after go live.

**Don Kisiday
Senior VP of Consulting Services,
KBACE Technologies**

INTRODUCTION

Tutor and UPK are easy to learn and use to deploy end user documentation. They both provide pre-built model content that can be easily customized, helping to jumpstart your user documentation effort.

TUTOR

Tutor provides content and software tools to easily create, modify, and maintain business process documentation - policies, procedures, and supporting documents. The documentation created with Tutor captures three levels, the highest being the 'activity to activity' level or business process flow, the middle being the 'people to people' or procedure level, and the lower being the individual instruction level. Tutor process documentation covers the type of information that ISO and SOX auditors require when certifying companies who are trying to achieve compliance in these areas.

UPK

UPK picks up at the level where Tutor leaves off, providing system level detail. UPK provides content and software tools to capture and play back the exact steps a user would use to enter data in a formal business application. System transaction documentation, job aids, user acceptance test scripts, instructor led and online training, and online performance support are valuable content pieces that can all be created from one recording. As part of online training, users can use the transaction

recording playback to be trained and tested on their understanding of how to complete activities that are part of their daily job.

Used together

Tutor and UPK can be instrumental to companies who are:

- 1) migrating from a legacy system to any of the Oracle applications,
- 2) upgrading to newer releases of the Oracle applications, or
- 3) documenting business practices for various compliance initiatives.

By documenting business processes and procedures with Tutor and capturing the application data entry steps with UPK, you can provide employees with the exact information they need at the exact point they need it. With Tutor procedures, you will also be able to provide transparency of your business practices to any other concerned audience (executive staff, internal auditors, external auditors, customers) and for formal regulatory requirements such as ISO9000, Sarbanes-Oxley, HIPPA, and SAS70.

CONCLUSION

Whatever your company's need for process and training documentation, Tutor and UPK can be fully integrated within a company's paper or browser-based standard, making it fast and easy to update information when changes are required.

Using Tutor and UPK together, provides all Oracle customers with process documentation AND application transaction recording - the ideal end-user training solution. Prepare your employees to be Productive Day One with Tutor and UPK.

Learn More

<http://www.oracle.com/applications/tutor/tutor-upk-index.html>



Tutor and User Productivity Kit (UPK)

April 2008

Author: Emily Chorba

Contributing Authors: Chuck Jones, Beth Renstrom

Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
Phone: +1.650.506.7000
Fax: +1.650.506.7200
oracle.com

Copyright © 2008, Oracle. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice.

This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.