



University of Maryland, Baltimore
Baltimore, Maryland
www.umaryland.edu

Industry:

Education & Research

Annual Revenue:

\$734 million

Employees:

2,197

Oracle Products & Services:

Oracle User Productivity Kit
PeopleSoft Enterprise Financial Management
PeopleSoft Enterprise Human Capital Management
PeopleSoft Enterprise Portal

“With the Oracle User Productivity Kit, we dramatically increased training efficiency, reduced costs, and rolled out effective end user training in record time. This played a major role in the implementation’s success.” – Peter Murray, Vice President and Chief Information Officer, University of Maryland, Baltimore

University of Maryland, Baltimore Cuts Costs and Streamlines Training Processes

With 5,510 students, the University of Maryland, Baltimore (UMB) is Maryland’s only public academic health, human services, and law center devoted to professional and graduate education, research, patient care, and public service. Founded in 1807, UMB maintains seven professional schools and a graduate school, which train the majority of the state’s physicians, nurses, dentists, lawyers, social workers, and pharmacists.

Challenges

- Train and support 800 new end users of five modules within Oracle’s PeopleSoft Financial Management
- Develop and distribute courseware and post-implementation support for end users and some functional team members
- Eliminate time and expense of creating, populating and maintaining a separate training database and separate help files

Solution

- Implemented Oracle’s PeopleSoft Enterprise Financial Management to improve efficiency, reduce costs, connect disparate operations, and streamline processes
- Used Oracle User Productivity Kit to develop and generate animated simulations, job aids and manuals for six instructor-led classes for end users
- Integrated UPK training files as help files within Oracle’s PeopleSoft Financial Management application
- Introduced Oracle User Productivity Kit’s DoIt! mode which leads end users through task-specific steps as it floats over the active production window
- Eliminated the expense of developing, populating and maintaining a separate training database by replacing it with easily updated simulations developed with Oracle User Productivity Kit
- Maintained synchronicity between training materials and production environment using Oracle User Productivity Kit simulations, which are updated easily, and as needed