



Cork City Council  
Cork, Ireland  
www.corkcity.ie

### Industry:

Public Sector

### Annual Revenue:

US\$261 million

### Employees:

2,500

### Oracle Products & Services:

Oracle User Productivity Kit  
JD Edwards EnterpriseOne  
Financial Management

**“Oracle User Productivity Kit enabled us to go live with confidence, knowing that users had completed the necessary training and were sufficiently competent to be granted access to the new applications.”** – Aidan O’Riordan, Project Manager, Cork City Council

## Cork Cuts Pre Go-live Training Time by 75% and Reduces Learning Costs Throughout Solution Lifecycle

Cork City Council provides local government services to 123,000 people in Ireland’s second largest city. Cork is a major international port and airport, home to one of Ireland’s key universities, and was named European Capital of Culture in 2005.

### Challenges

- Train 350 users in Web-enabled functionality of Oracle’s JD Edwards Enterprise One following upgrade from JD Edwards World
- Ensure that staff are competent in all basic functionality before going live to minimize disruption to business activities
- Test users on their knowledge and enable them to refresh, update, and improve their skills as needed at their own pace
- Provide the highest quality training at the lowest cost

### Solution

- Implemented Oracle User Productivity Kit, a complete online solution for kick-starting user training while providing time and cost savings following an upgrade or new implementation
- Leveraged Oracle User Productivity Kit’s customizable functionality to create documentation, training, and support materials tailored to Cork City Council’s operating practices for its 350 users
- Used Oracle User Productivity Kit to build online training modules for each core business process, such as purchasing, receivables, and payables
- Created materials for each learning stage, enabling users to watch the process, carry it out, and test their knowledge
- Conducted basic training in JD Edwards EnterpriseOne Financials for all 350 users in a series of two-hour instructor-led sessions with up to 15 people per class prior to going live
- Completed user training in approximately 25% of the anticipated time required without using the Oracle tool and achieved rapid user adoption
- Maximized post go-live staff efficiency by using Oracle’s on-screen application support, which provides live transactional and procedural information to users at each step
- Gained almost immediate return on investment