Oracle User Productivity Kit 11 Implementation Consultant Essentials - Exam Study Guide

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Objective & Audience

Objective

• Help you prepare to take the Oracle User Productivity Kit 11 Implementation Consultant Essentials (1Z0-566) exam by providing pointers to resources that you can use in your preparation.

Targeted Audience

• Implementation Consultants
• Technical Consultants
• Pre-Sales Consultants
• Strong foundation and expertise in implementing UPK Professional
• Up-to-date training and field experience are recommended
Exam Topics & Objectives

Exam Topics

The Oracle User Productivity Kit 11 Implementation Consultant Essentials (1Z0-566) exam consists of the 25 topics. Each topic has one or more objectives.

Exam Objectives

The exam objectives are defined by learner or practitioner level of knowledge:

- **Learner-level**: questions require the candidate to recall information to determine the correct answer.
  
  Example: Define the term network.

- **Practitioner-level**: questions require the candidate to derive the correct answer from the application of their knowledge, which can only be attained by extensive experience with the product.
  
  Example: The client requests xyz functionality, would you recommend a, b or c?
Training Options – Oracle University

• Partners can take any publicly-scheduled Oracle University courses at steep discounts.
• Partners will benefit from hands on experience to gain real working skill and work toward Oracle certifications.
• Courses include:
  – UPK Content Development Rel. 11.x
  – UPK Professional Rel. 11.x
  – UPK Knowledge Center Rel. 11.x
Training Options – Guided Learning Paths

• In addition, there are Guided Learning Paths (GLPs) out on OPN Competency Center for Sales and for Pre Sales Consultants.

• Note that Sales and Pre Sales GLPs contain recordings that include positioning, target markets, cross sell up sell, industry specifics, product history and roadmap, etc.

• While these recordings are not required for Implementation Consultants, the Implementation Consultant may find that the recordings may be helpful when working within a specific industry contract.
Topic 1: Get Started using the Developer

Objectives

- Access and Manage the library including recorder defaults  Practitioner
- Work with Documents and Document Editors  Practitioner
- Work with Recorder, Content and Option Defaults  Practitioner

Overview

- Must be able to access and describe the layout of the Library
- Must be able to work with documents and edit them
- Must be able to speak to and set recorder, content and option defaults.
- Must be able to work with content in archives or content from a previous version

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #1

An organization has content created with earlier versions of UPK they would like to track, along with player package from the current version. Which are the correct methods to accomplish this? (Choose two)

a) **Export content from the previous Developer version, import it and publish it from the current version.**

b) Place the player package from the previous version under the current Usage Tracking Content folder.

c) Launch the new Developer version and create a profile pointing to the old library, then publish the content.

d) **Upgrade the library during the current Developer version install, and republish the existing content.**

e) Install a separate instance of Usage Tracking from the appropriate earlier UPK release and place both player packages in its Content directory.
Sample Question #2

When you create or open a document for viewing or editing, it appears in its corresponding document editor. For example, when you create or open a module or section, the Outline Editor appears in a new tab. If you create or open a web page, the Web Page Editor appears, and so on. The editor that appears depends on the type of document that is opened.

Select three additional document editors that are available in the Developer.

a) Package  
b) Library  
c) Glossary  
d) Role  
e) Properties  
f) Text
Topic 2: Use the Developer in a Multi-user Environment

Objectives

- Work Online or Offline, delete and restore documents
- Check in, Check out, Permission and Version Documents
- Manage Workflow and Folder Conflicts

Level

- Practitioner

Overview

- Must be able to describe how to delete and restore documents
- Must be able to explain best practices when working in a Multi-user environment
- Must be able to speak to workflow management, permissions and folder conflicts.

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #3

You are creating additional folders in the Library to organize your content development. Identify the true statement related to Library folders.

a) The folders in the Library are the same folders on your computer since the Developer content is stored on your computer file system.

b) The folders in the Library are not the same folders on your computer since the Developer content is stored in a database and not on a file system.

c) You can create as many folders as you need to store and organize your content and a folder name can contain special reserved characters.

d) You can create as many folders as you need to store and organize your content and a parent folder can contain two subfolders with the same name.
Sample Question #4

You are in a multi-user environment and you are doing a peer review on a topic that you have not checked out. You notice a minor error and fix it directly on the UPK developer and continue your review. When your review is complete you attempt to save your edits. What option will you have during the save process?

a) Check out the document and save the change, save the document in a different name, or cancel without saving the document

b) Check in the document and save the change, save the document in a different name, or cancel without saving the document

c) Save the change, save the document in a different name, or cancel without saving the document

d) Open a new editor, Check out the document and save the change, save the document in a different name, or cancel without saving the document
Topic 3: Manage the Library

Objectives

- Design the Library and Work with Documents
  Practitioner
- Create, Manage and Customize Views
  Practitioner
- Update the Library with Service Packs
  Practitioner

Overview

- Must be able to Create, Edit, Manage, Delete, and Modify Documents
- Must be able to explain best practices when working in the System Folder
- Must be able to speak to Copy and Paste Special in the Library

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11
  Functional Implementation Specialist
Sample Question #5

Which activities could be achieved by creating a customized View in the UPK Developer? (Select 3)

a) To export specific content development data to each spreadsheet for reporting.

b) To view which content has been viewed by users.

c) To filter the list of visible documents in the Library to match a certain criteria.

d) To view a flat list of documents in the Library.

e) To view Know It mode scores
Enablement Service Packs for Oracle User Productivity Kit provide new and updated support for target applications, enhanced object and context recognition, in-application support and help menu integration.

If you receive service pack updates, select two correct statements.

a) Before installing a service pack you must re-install the Developer client.

b) You can install a service pack without having to re-install the single-user software.

c) After installing a service pack you will need to re-install the Developer client, single-user, or server software.

d) You can install a service pack without having to re-install the Developer client or server software.
Topic 4: Build an Outline

Objectives

- Develop and navigate an Outline

Overview

- Must be able to explain best practices when working developing an outline.
- Must be able to navigate through and outline
- Must know how to use the Replace Font tool.

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #7

The Outline Editor displays a hierarchy of documents that is similar in design to a common table of contents. This document hierarchy appears in the left pane of the editor and is called an outline.

Which three statements regarding outlines are true?

a) Can be used to store packages

b) Can consist of any number of module and/or section documents

c) Contains a Module, Section, Topic only hierarchy

d) Can span as many levels as you want

e) Can be used to link web pages to documents

f) Contains security around content for publishing
Topic 5: Record Topic Content

Objectives

- Use the Topic Recorder

Level

Practitioner

Overview

- Must be able to explain Recorder logic and recorder Context Recognition

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11
  Functional Implementation Specialist
Sample Question #8

Your Customer wants to quickly ramp up developers in recording content using the UPK Recorder. They are concerned that this ramp up process may be confusing to developers. Identify three features that would help alleviate the Customer’s concerns. (Select 3)

a) Description of the next screenshot to be recorded
b) Description of the last recorded event
c) Current frame number and total frame count
d) Undo entire recording button
e) Icon indicating status of context ID capture
Topic 6: Use the Topic Editor

Objectives

- Control Topic Elements Practitioner
- Use Decision Frames, Alternative Actions and Paths Practitioner
- Edit Frame and Associated Properties Practitioner

Overview

- Must be able to manipulate Frames using the Topic Editor including undo and redo
- Must be able to speak to and use Decision Frames, Alternative Actions and Paths

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #9

There are two actions that must be taken so that bubble text on Explanation frames are made visible in the Job Aid output. Select the correct answer.

a) Mark the text as Visible in Know It! mode and Visible in Print.

b) Mark the text as Visible in See It! mode and Visible in Print.

c) Mark the text as Visible in Do It! mode and Visible in Print.

d) Customize the Job Aid template to include Explanation frames.

e) Select Explanation text visible in Job Aid when publishing.
Sample Question #10

Often, the application for which you are recording content has multiple ways to complete a task. You can accommodate these ways in your content by using Alternative Actions and Paths. When using Alternative Actions which of the following statements is true if viewing in a published player.

a) **Alternative Actions are not available in See It! mode.**

b) Alternative Actions are not available in Try It! mode.

c) Alternative Actions are not available in Know It! mode.

d) Alternative Actions are not available in Do It! mode.
Topic 7: Enhance Content with Attachments

Objectives

• Enhance Content using Attachments

Overview

• Must be able to create a custom icon
• Must be able to speak to Web Page Behavior

Considerations when publishing

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11
  Functional Implementation Specialist
Sample Question #11

When using attachments it is important to consider in which mode the information will be available to the end user. For example, you may not want to put critical information in the Introduction frame if you are using one of the printed output formats that do not include the Introduction frame.

If opting to use Web pages what should you consider when publishing to printed outputs? Select the two outputs that do not include web page information.

a) System Process Document
b) Training Guide
c) Job Aid
d) Instructor Manual
e) Test Document
Topic 8: Enhance Content with Sound

Objectives

- Enhance Content with Sound

Level

Practitioner

Overview

- Must be able to record and edit sound using best practices

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11
  Functional Implementation Specialist
Sample Question #12

You are coaching a User through learning to add sound. The content has already been developed in a PowerPoint presentation. The User would like to record sound into the presentation. Which method of recording would you recommend to the User as the best for his / her purposes?

a) Recording sound in the concept pane
b) Recording sound in individual topic frames
c) Recording sound at the time of content development
d) Recording sound after recording, on a frame-by-frame basis
e) Converting text to speech
f) Importing sound
Topic 9: Enhance Content with Questions and Assessments

Objectives

• Design and develop Questions and Assessments
• Work with Associated Content
• Work with the Assessment Coverage View

Overview

• Must be able to track Questions and Assessments in Player content
• Must be able to configure personalized content
• Must be able to use the Assessments and Assessment Summary Page

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #13

You are working with a customer who is interested in utilizing questions and assessments and are interested in learning more about them before they start their development effort.

Which of the following two statements regarding Questions are correct.

a) Can be published to the Training Guide and Instructor Manual

b) Questions and assessments have properties that are global defaults but can not be changed for individual questions or assessments.

c) Can be publish to other print styles besides the Training and Instructor Manual styles.

d) The properties set for the assessment override individual properties set on each question

e) Questions and assessments are part of In-application support launches
Sample Question #14

How a user interacts with questions and assessments in the content depends on the deployment method and the settings you choose. What is important to know before you start creating them? (Select three)

a) Know how many questions and assessments you will be creating

b) Understand what user options are available for questions and assessments in that deployment

c) Know if usage tracking is available in your deployment

d) Understanding of how you want to utilize questions and assessments in your content

e) Know if you will be in-application support is available in your deployment
Topic 10: Manage Document Relationships

Objectives

• Manage Document Relationships

Level

Practitioner

Overview

• Must be able to view Related Documents
• Must be able to explain and work with broken links

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #15

Creating content in UPK will invariably create relationships between documents. The nature of these relationships determines the behavior of certain UPK functions. Understanding how UPK handles related documents is important to efficiently manage your content. Which three statements are true about related documents?

a) The Related Documents pane shows only documents that are directly linked to and from the selected document.

b) The list of related documents for Export will always be the same as the list of related documents for Check-in/Check-out.

c) In a three-tier outline where a module has a child section and the child section has its own child topic, the Related Documents pane for the module will show the child section as related, but not the topic.

d) Checking out or Exporting a document with related documents will include the instructional text Template document as well.

e) If you check out a document with its related documents, the documents that get checked out will be the same as the documents shown in the Related Documents pane.

f) In a three-tier outline where a module has a child section and the child section has its own child topic, if you check out the module with related documents, then both the section and the topic will be checked out.
Topic 11: Define Glossary Terms

Objectives

• Define Glossary Terms

Level

Practitioner

Overview

• Must be able to Create, Manage, Assign and Update Glossaries

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #16

You are working with a customer who uses specialized terms unique to their company, terms that require further clarification for their users. You can use glossaries to provide definitions for these terms.

Use of glossaries involves three steps, First, you create a glossary document using the Glossary Editor. Next, you assign one or more glossaries to your content using the Properties toolpane. What is the last step?

a) Save your work
b) Run Spell-Check
c) Update glossary links
d) Write definitions
e) Publish
Topic 12: Create Roles for Content Filtering

Objectives

• Create and Manage Roles and Master Role List

Level

Practitioner

Overview

• Must be able to Assign Roles to Modules, Sections, Topics, Questions, or Assessments

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #17

Role-based filtering allows users to quickly locate modules, sections, topics, questions or assessments based on their job function or department.

During content creation you create a master role list. As the project moves on you import a teammates content which contains additional roles what happens next?

a) Developer identifies all roles used in the imported content, compares them to role list and attempts to add them.

b) During the export and import process roles associated with the content are lost, you will need to reassign.

c) Developer identifies all roles used in the imported content and creates a second role list.

d) During the import the developer identifies the new roles and makes a temporary role list which you must approve.
Topic 13: Working with Document Properties

Objectives

• Work with Document Properties

Level

Practitioner

Overview

• Must be able to set Document Properties

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Every document you create will have its own set of properties that often need to be modified. Understanding how to view and assign document properties will help speed development time. Which three statements are true about working with document properties. (Select 3)

a) Document properties cannot be edited while offline.

b) When multiple different document types are selected, the properties pane will only show the properties that are common to all the selected document types.

c) The Language and Template properties for new documents will always be set to the values set in the General page of the Tools/Options dialog.

d) If a property is blank when multiple documents are selected, it could mean that the property is blank for all of the selected documents or that the property has different values for some of the selected documents.

e) Some document properties can be inherited from other documents. This response is too short, in comparison to the other correct distracters. All responses should be about the same length.

f) Only making changes to a document’s properties will not create a new version of the document.
Topic 14: Publish Content

Objectives

- Explain the Three Methods of Publishing Content

Overview

- Must be able to explain deployment and document formats
- Must be able to customize deployment and document outputs

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #19

You are in the UPK Developer on the library tab. You select a module to publish, but the Publish command is grayed out. Select the step that would make the Publish command available.

a) Select the topic(s) you want to publish rather than the module.

b) Close the UPK developer and re-open, then select the module from the library tab again.

c) Open the module so that it is displayed in its own tab.

d) Change the view on the Library tab from “Details View” to “All”.

Topic 15: Localize Content

Objectives

• Explain the Localization Process and Formats

Level

Learner

Overview

• Must be able to demonstrate the localization process including the Import/Export Content for Localization process

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #20

When using UPK to translate content there are 5 steps that need to completed. Begin by making a duplicate original content, next open the topic and re-record screen shots. After that step is complete, Change the template properties to the desired language. What two additional steps would you want to complete to create fully localized UPK Content?

a) Export custom text for localization  
b) Export documents for localization  
c) Import custom text for localization after translation  
d) Change template text to custom text  
e) Change language property to desired language
Topic 16: Customize Templates

Objectives

• Edit the Template.xml File
  Practitioner

• Translate Templates
  Practitioner

Overview

• Must be able to change instructional text
• Must be able to edit or suppress example text for string input events
• Must be able to add a local template to an event

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11
  Functional Implementation Specialist
Sample Question #21

In the Template Editor, how would one update the events for a specific class without affecting the other classes? (Select one)

a) Add a local template for both bold and non-bold items.

b) Add a local template for non-bold items only. Do not change bold items.

c) Update bold items only. If a non-bold item needs updating, add a local template. Explanation frames.

d) Update non-bold items only. If a bold item needs updating, add a local template. Sound frame
Sample Question #22

Which two values must be changed in the template.xml using an XML editor as opposed to the UPK Template Editor?

a) The name value of the template Style
b) Instruction text on the start frame
c) **Color of the object name value**
d) Example text used for string inputs
e) **Changing whether bubble links are bold**
Topic 17: Deploy Content

Objectives

• Demonstrate multiple ways to Deploy Content

Level

Practitioner

Overview

• Must be able to demonstrate playing content from a local Hard Drive or Web Server
• Must be able to explain how to use content through a Learning Management System (LMS)
• Must be able to deploy Content via Help Integration (HINT)

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #23

Select two true statements related to Exact Match.

a) UPK Exact Match context solution is designed to work with any web based application

b) UPK Exact Match context solution is targeted to work with specific Oracle and non Oracle applications

c) UPK Smart Match context solution is designed to work with any application

d) UPK Smart Match context solution is designed to work with any web based application
Topic 18: Understand the Manager User Interface

Objectives

- Work in the Manager User Interface

Level

Learner

Overview

- Must be able to demonstrate working in the Manager User Interface

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11
  Functional Implementation Specialist
Sample Question #24

The Manager interface opens in a browser window, with tabs along the top. Each tab provides access to a page to manage a different area.

Who has access to the Manager interface?

a) System Administrator and Reported
b) Manager and System Administrator
c) Reporter and Manager
d) Expert and Manger
e) System Administrator and Expert
Topic 19: Manage Users and User Groups

Objectives

- Manage Users and User Groups

Level

Practitioner

Overview

- Must be able to create, manage and enroll Users into User Groups and Knowledge Paths

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #25

When you create a user, you enter basic information such as last name, first name, user name, and password. In addition, user properties include user permissions and start/end dates for the account. There may also be custom user fields, some of which may be required.

Who has the ability to assign permissions and dates to an account?

a) System Administrator
b) Manager
c) Reporter
d) Expert
Topic 20: Manage Knowledge Paths

Objectives

• Work with Knowledge Paths

Level

Practitioner

Overview

• Must be able to create, edit, manage, delete, and modify Activities in Knowledge Paths

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #26

You are working with a customer who wants to create a knowledge path that includes multiple activities that have dependencies on each other. For example, a knowledge path called Working with Word 2003 consists of three activities: 1) Basic Word Skills; 2) Everyday Tasks Made Easier; and 3) Applying Formatting. That require users to progress through each level of the knowledge path as structured, or allow users to navigate the path based on their knowledge base.

What type of path is this?

a) Single-Activity knowledge path
b) Multi-Activity knowledge path
c) Organizational knowledge path
d) Curriculum knowledge path
Topic 21: Manage Titles

Objectives

• Manage Titles

Overview

• Must be able to Import a Title

Training Options

• Oracle Partner Network – [Oracle User Productivity Kit 11 Functional Implementation Specialist](#)
Sample Question #27

Which circumstance requires that you re-import a title?

a) You have published a title directly from developer to the Knowledge Center and wish to update it.

b) You previously performed a manual import of a title and now want to update it.

c) You previously performed a manual import of a title and now wish to add it to Knowledge Paths.

d) You added a new usergroup in the Knowledge Center and want to assign the title to it.
Topic 22: Manage Custom User Fields

Objectives

• Manage Custom User Fields

Overview

• Must be able to describe Custom Field Types and Options

Training Options

• Oracle Partner Network – UPK Technical Implementation Specialist Guided Learning Path
Sample Question #28

User accounts have a default set of fields, such as First Name, Last Name, and Username. You are working with a customer who would like to add a custom user field. Who has the privileges to do this?

a) System Administrator
b) Manager
c) Reporter
d) Expert
Topic 23: Use Knowledge Path Categories

Objectives

• Use Knowledge Path Categories

Level

Learner

Overview

• Must be able to describe Knowledge Path Categories

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #29

After creating a ton of knowledge paths you go to the Knowledge Paths page to see them listed. You quickly notice it could be overwhelming to end-users to have so many paths listed. What can you do to help organize the list of knowledge paths?

a) Combine paths
b) Create categories
c) Create another workgroup
d) Delete Paths
Topic 24: Use Workgroups

Objectives

• Use Workgroups

Level

Practitioner

Overview

• Must be able to create, edit, manage, delete, and modify Workgroups

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Functional Implementation Specialist
Sample Question #30

A Master workgroup is created by default at installation. Depending upon the organization you are working with, the Master workgroup will probably be the only workgroup you need. If you choose to create multiple workgroups what must you be aware of? (Select three)

a) Can share user accounts  
b) **Can not share knowledge paths**  
c) **Titles can be shared**  
d) Titles can not be shared  
e) Can create usergroups
Topic 25: Use and Manage Reporting

Objectives

- Use and Manage Reporting

Level

Practitioner

Overview

- Must be able to use and manage Knowledge Center Reports

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11
  Functional Implementation Specialist
Sample Question #31

Before you can create an external report what three items do you need?

a) the name of the database server
b) a users account in Knowledge Center
c) login with KPREPORT role assigned
d) login password for the KPREPORT role
e) Reporting permissions
Exam Registration

• How to register for the exam?
  You can register for all Oracle certification exams with Pearson VUE. Before a registration can be submitted, a Pearson VUE profile must be created using your Company ID. Your Company ID can be obtained by contacting your local Oracle Partner Business Center or by signing in to your OPN account. Your Company ID is located in the section on the right under "Company information".
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• Have you completed an Oracle Certification Exam in the past?
  Due to systems enhancements, each partner who has completed an Oracle Certification Exam will need to update their Pearson VUE profile in order to receive credit and for those records to appear in the OPN Competency Center.

• How to get full recognition as Certified Implementation Specialist?
  To get full recognition as a Certified Implementation Specialist you need to:
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  B. Activate your Certview Account
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