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

Margy Girdzius
Director, Partner Enablement
WWA&C
Objective & Audience

Objective

- Help you prepare to take the Oracle User Productivity Kit 11 Technical Consultant Essentials (1Z0-583) 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

The Oracle User Productivity Kit 11 Technical Consultant Essentials (1Z0-583) exam consists of the 10 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: UPK System Overview and Architecture

### Objectives

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### Overview

- Must be able to describe the physical architecture and the components of a multi-user server and client
- Must be able to describe the benefits of UPK Usage Tracking
- Must be able to describe the differences of a Single vs. a UPK Multi-User environment.

### Training Options

- Oracle Partner Network – [Oracle User Productivity Kit 11 Technical Implementation Specialist](#)
Sample Question #1

The Developer can be installed in either a single or multi-user configuration. In a multi-user configuration, which of the following two statements are true?

a) The content author accesses the application and all content on their local workstation.

b) The Developer and the database are both stored on the local workstation.

c) The server software and the content Library are installed on a central server.

d) A client is installed on each content author's computer to connect to the server.
Sample Question #2

The UPK multi-user development environment utilizes a client / server architecture. Which of the following two considerations are true of the physical architecture and relationship of the UPK multi-user components and important for the proper installation of your UPK environment?

a) When setting up the database component of the server, you must utilize an Oracle database

b) The UPK database and UPK server software must reside on the same physical server

c) The server requires Web service be running under Microsoft Internet Information Server.

d) The Developer server can support multiple libraries on the same physical server

e) Each client computer requires an installation of the Developer and Apache HTTP Server
Objectives

- Perform a single user and multi-user installation and service pack installation, and an unattended Developer installation  Practitioner
- Articulate key functions for language support  Practitioner
- Upgrade publishing styles  Practitioner

Overview

- Must be able to install both a single user and multi-user Developer, unattended Developer, and service pack
- Must be able to describe the key functions for language support
- Must be able to understand how to upgrade publishing styles

Training Options

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

While planning for a UPK multi-user installation, you need to determine the amount of servers to use. Choose two options on how you can install the server side components for the multi-user?

a) Two servers, 1 and 2. Server 1 contains:
   - UPK Program Files
   - IIS
   Server 2 contains:
   - Database
   - Tax

b) One server containing:
   - UPK Program Files
   - Database
   - IIS
   - Health Sciences

c) Two servers, A and B. Server A contains:
   - UPK Program Files
   Server B contains:
   - IIS
   - Database

d) Three servers, A, B and C. Server A contains:
   - UPK Program Files
   Server B contains:
   - Database
   Server C contains:
   - IIS
Sample Question #4

When planning to perform an unattended install, what is one of the mandatory requirements?

a) License file available to all users and accessible on different paths

b) Response file in the same folder it will run from

c) **Users have write permission to the folder where setup.exe resides**

d) Users should have the same mapped network drives that you do
Topic 3: UPK Knowledge Center installation

Objectives

| Perform an installation of the Knowledge Center database | Practitioner |
| Understand access and authentication through User Import Utility and SSO configurations | Practitioner |
| Understand load balancing | Practitioner |

Overview

- Must be able to install Knowledge Center for UPK Standard and UPK Professional
- Must be able to understand access and authentication methods and configurations
- Must be able to understand appropriate load balancing

Training Options

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

As part of installing the Knowledge Center User Import Utility, which two of the following items must you have to launch the application?

a) The name of the server the KContent root is located

b) The name of the virtual directory where Knowledge Center is located

c) Your user credentials for Knowledge Center

d) Location (path and folder name) for the content root.
Sample Question #6

What are two of the benefit of using a secure website for a Knowledge Center implementation?

a) The SSL secures the communication from Knowledge Center web server to database server so that the data are encrypted between the two servers.

b) The SSL Certificate is proof that the knowledge center server is what it says it is. Customers feel safe, knowing that the server really is legitimate.

c) SSL makes conversion private. The authentication data (username and password, session cookies) are encrypted across networks.

d) SSL protects KCentre and Kcontent virtual directory, it is not used to protect Kdata virtual directory. License file available to all users and accessible on the same path Communications For Oracle employees and authorized partners only. Do not distribute to third parties. © 2012 Oracle Corporation – Proprietary and Confidential
Topic 4: Advanced Installation

Objectives

- Installing and using UPK in different environment types  
  Level: Learner
- Perform and troubleshoot installations  
  Level: Practitioner
- Understand the difference in standard and Windows authentication  
  Level: Learner

Overview

- Have an understanding of installing UPK in a Citrix environment, perform an unattended installation and how to troubleshoot common installation problems
- Have an understanding of how to use UPK in a Virtual machine.

Training Options

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

The Developer can operate in remote and virtual environments such as Citrix and VMware. Which of the two following are known issues when operating the Developer in a Citrix environment.

a) When recording a target application running in a Citrix session, then Developer must be running on your local machine.

b) When recording a target application running in a Citrix session, then Developer must be running in the same Citrix session.

c) The recording key must not be changed from the default [PrintScreen].

d) Citrix does not pass the [PrintScreen] key to applications running in seamless windows.
Usage Tracking has been installed at company XYZ, and it was decided that they want to use Windows authentication on their system. Which two tasks should be performed to set up and use Windows authentication? (Select two):

a) Create/identify a Windows group for Usage Tracking administrators who can access reports.

b) Add users who are going to use the content in the Usage Tracking Administration tool.

c) Select the appropriate authentication mode in the Usage Tracking configuration page.

d) Create an administrator user in Usage Tracking configuration.

e) Run CreateAppUser.sql or SecureUT.sql scripts after installation.
Topic 5: UPK Developer Overview

Objectives

• Describe the developer interfaces, functions, and document types  Practitioner

• Manage the library and create custom views  Practitioner

• Create and manage content in the UPK Developer  Practitioner

Overview

• Must understand the developer interfaces, functions, and document types

• Must be able to manage the UPK library and create custom views

• Must be able to create and manage content in the UPK Developer

Training Options

• Oracle Partner Network – Oracle User Productivity Kit 11 Technical Implementation Specialist
Sample Question #9

A customer is deciding between using modules and sections, they ask you to explain the difference between the two. Which option describes the differences?

a) Modules can be reused in other outlines; sections cannot be reused

b) They are basically the same, but modules prompt for a storage location in library

c) Sections can only be added under modules in the outline.

d) Modules are not published; they are for organization only
Sample Question #10

A folder in the library and all of its contents are deleted by a content author. While working offline, a different content author creates a new topic in the folder that had just been deleted. What happens when the author checks in the topic?

a) The topic is deleted because there is no place to store it

b) The author is prompted to create a new folder to store it.

c) The folder is recreated with the new topic in it.

d) The author is prevented from checking in the topic.
Topic 6: Administration and Content Management

Objectives

- Manage the Knowledge Center Server, Users and Library permissions

Level

Practitioner

Overview

- Understand how to create user accounts using the Knowledge Center user import utility
- Must be able to customize the Knowledge Center interface
- Must be able to manage the Knowledge Center server and manage permissions in the Library

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Technical Implementation Specialist
The User Import Utility can be used to create new users or update existing accounts in the Knowledge Center database without having to add each user separately using the Knowledge Center Manager. User information can be imported through an external connection to a database by configuring a connection string to access the database. You can build the connection in one of three ways, select the three correct ways.

a) Build the connection string
b) Build the connection to the Active Directory
c) Map the connection strings to the database base fields
d) Manually enter the string as part of the Database Connection Wizard
e) Manually enter the string in the Active Directory
Sample Question #12

In Knowledge Center a title consists of an outline with content, including any questions or assessments. You can import a title to the server by publishing it directly from the UPK Developer, or you can import it manually.

The Title Management page lists these installed titles. If you are a Server Admin, you can: (select three)

a) Change all the title's properties

b) Change some of the title properties

c) Change the Content Root in the title’s property

d) Import new titles

e) Re-import an existing title to update it.

f) Change the Title Name in the title’s property
Topic 7: Publish and Deploy Content

Objectives

- Identify the possible deployment and documentation formats possible and customize styles using UPK Developer  
  Level: Practitioner
- Publish content Deploy Player content to Knowledge Center  
  Level: Practitioner
- Use Command Line Publishing Perform Batch Publishing Setup  
  Level: Practitioner

Overview

- Must understand documents, styles, and deployment methods
- Must be able to publish content to the UPK Knowledge Center
- Must be able to use Command Line Publishing

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Technical Implementation Specialist
Sample Question #13

Select the two UPK printed documentation outputs that publish as an individual document for each topic.

a) Business Process Document
b) Training Guide
c) Instructor Guide
d) Job-Aid
Sample Question #14

You are using a SCORM compliant LMS. You are able to launch the content through the LMS, however when you go to review your progress, there is no progress shown.

What are two reasons this may happen?

a) The player cannot properly communicate with the LMS. Set LmsConfig.DebugMode in config.js to "true" to check this.

b) LmsConfig.ScormVersion in config.js is not set to either "1.2" or "1.3".

c) The GetHTTPPostData.class applet cannot communicate with the LMS.

d) You are not enrolled in the course.

e) The items in your outline are not marked "Group for LMS".
Topic 8: Deploying Published Content

Objectives

• Understand the multiple ways to deploy the published content

Level

Practitioner

Overview

• Must be able to deploy published player to a web server
• Must be able to deploy published content to an LMS
• Must be able to deploy content for Help Menu integration

Training Options

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

After recording and publishing the UPK for LMS SCORM 1.3, the training coordinator zips up the files and attempts to import the recording. Unfortunately, the import failed with zero content objects created. Which scenario most likely describes the failure?

a) The zip file was packaged at the published content folder level

b) The imsmanifest.xml file was missing, or moved into a sub-folder

c) The .xsd file set needed to be updated to a compatible file set before zipping the package

d) The training coordinator selected SCORM 1.3 with tracking set to “auto”.

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Sample Question #16

An organization decided to deploy content for in-application performance support. One is a target application and will use Help Menu Integration. Several are non-target applications and will use SmartHelp based deployment. Regardless, there are fundamental questions that need to be answered before moving forward with the deployment. Select the three best answers from the list below.

a) How was application installed?

b) What needs to be done?

c) Where was the application installed?

d) When does it have to happen?

e) Who needs to be involved?
Topic 9: In Application Support

Objectives

- Create and implement In-Application support solution
  Practitioner
- Implement SmartHelp for browser based applications
  Practitioner

Overview

- Implementation Consultant must be fully versant in creating and implementing In-Application support solution.
- Must know how to Implement SmartHelp for browser based applications

Training Options

- Oracle Partner Network – Oracle User Productivity Kit 11 Technical Implementation Specialist
Sample Question #17

For some target applications, there are steps that must be taken before production recording begins in order to support context sensitive help. However, for non-target applications the configuration can occur (select the two correct responses)

a) After production recording
b) Independent of production recording
c) Only before production recording
d) Only after production recording is complete
e) Only immediately after installation of the non-target application
Sample Question #18

The application administrator has been contacted and told that it has been decided that in-application support was required to support several target applications. The application administrator is responsible for (select the three correct responses)

a) performing the configuration steps detailed in the Help Menu Integration guide for each application

b) obtaining the player package URL from the web server administrator

c) obtaining the complete player package from the project manager or designee

d) performing the Help Menu Integration guide steps for player package configuration

e) performing the Help Menu Integration guide steps for URL configuration
Topic 10: System Maintenance and Obtaining Support

Objectives

- Manage, Backup and Restore the UPK Library
  Practitioner

- Access and leverage My Oracle Support for information and updates
  Practitioner

Overview

- Must understand how to manage, backup, and restore the UPK Library

- Must be able to access and use My Oracle Support for information and updates

Training Options

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

Your laptop crashed and you lost all of your UPK content. Moving forward, you want to make sure you are following proper backup procedures for backing up your Single User version of UPK. What should you do?

a) Run a backup of the internal UPK database. Copy the resulting database backup file to a secure location.

b) Open the Developer and check in all your documents. Then run a backup of the database. Copy the resulting database backup file to a secure location.

c) Open the Developer, select all the folders at the root level (minus the system folder) and choose Tools, Export, Documents. Copy the resulting .odarc file to a secure location.

d) Open the Developer, select all the folders at the root level (minus the system folder) and choose File, Publish. Publish the content as a Player. Copy the resulting Player Package to a secure location.
Sample Question #20

Oracle Support has additional areas, besides the Knowledge Base, you can go to for information regarding issues. Select two

a) Bug Database  
b) Patches and Updates  
c) System and Projects  
d) The UPK Forums  
e) Certifications
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".

Please follow these instructions in order to properly set-up your Pearson VUE account for the first time.

• 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:

A. Update your Pearson VUE profile with your Company ID

B. Activate your Certview Account

Please follow these instructions and your records will be properly recorded.