

TUTOR

ORACLE TUTOR

Why Document Procedures?

- Increase staff productivity
- Comply with regulatory/quality programs (Sarbanes-Oxley, ISO 9000, etc.)
- Implement new or upgrade existing applications
- Improve business practices
- Train new hires or new divisions
- Reduce audit costs

Organizations face increasing pressure to develop business process documentation: productivity issues, compliance, process improvement, and a constantly changing workforce which requires training. Oracle Tutor provides organizations with a powerful tool to develop, deploy, and maintain business process documentation. Tutor includes a repository of model procedure content that can be readily modified to reflect your company's unique business processes. The result is a set of job-specific desk manuals that are easy to update and deploy online.

Increase worker productivity

Organizations perform most efficiently when employees understand how to do their jobs. Tutor provides the means to develop and deploy process documentation which informs the employee community on the right way to do their work in your environment. Accurate role-based process documentation increases productivity and decreases formal education and support requirements.

Document for any regulatory compliance initiative

Documented end-user procedures are the best way to communicate job performance guidelines and are a significant part of an organization's readiness to meet standards for corporate governance. While documented procedures alone cannot enforce corporate governance, they are a necessary component of compliance. Increasing the visibility and improving the control of your business practices through documentation will better prepare your organization for any audit process. Documenting business procedures with Tutor is the first step in corporate governance!

Transition New Business Processes to Your End-Users

Nothing is more critical to the success of your applications implementation than the successful uptake by end-users. Serving as the bridge between implementation project teams and end-users, Tutor makes it easier to quickly create and maintain process documentation, training, and reference materials for all of the business processes your new applications support.

When organizations have committed to a program of process improvement, Tutor Procedures provide the baseline for existing processes, as well as the means to easily deploy updated standard operating procedures to specific employee roles.

Document Organizational Knowledge for Training

Rapidly changing employee populations are caused by a number of factors: economic pressure, baby boomer retirement, succession planning, mergers and acquisitions, and seasonal labor demand. Organizations are faced with the need to collect and deploy today's routine information as tomorrow's documented procedures. Effective process documentation captures both manual and applications supported tasks and fosters rapid uptake through easy to access content. Tutor transforms folklore into process based intellectual capital.

"We decided to link Oracle Tutor to departmental procedures, and link it to ISO 9000. It provides us with the regulatory information, and it makes sure our materials are kept up to date."

Des Halliday
UK Project Manager
Xerox Corporation

The Oracle Tutor Solution

Oracle Tutor's integrated set of procedures and software tools offer companies a solution to quickly document, deploy, and maintain critical business procedures and training materials to help employees achieve compliance. Oracle Tutor is comprised of the following components:

Tutor software tools are used to keep documents up-to-date and to distribute them on a need-to-know basis.

- **Author**, with Microsoft Word, is used to create and edit documents quickly and easily. Start by modifying Tutor's model business procedures to include your company's information. All process content is developed in MS Word format, but is deployed as HTML.
- **Publisher** is used to (1) ensure document integrity through the generation of special cross-reference reports, (2) package process documents in desk manuals (online or printed) by job title, (3) build student and instructor guides by job title or topic. Once your procedures have been through an audit and approval cycle, you can use Tutor Publisher to automatically generate and maintain job-specific Desk Manuals which provide the most current information on policies, procedures, and system instructions, all easily accessible online or in print.

Tutor model documents are complete library of process, procedure, and support documents that provide a starting point. Document "owners" edit the models instead of creating documents from scratch.

The Tutor method defines all aspects of the documentation process, including standards for content development and distribution, project planning, and best practices.

Key Features of Tutor 14

Tutor Author

- MS Word based makes Author easy to learn
- Author tool bar provides standard functions to:
 - Insert roles & tasks
 - Manage task numbering
 - Automatically create flowcharts
- Accelerate procedure development with Visio & XPDL diagram import
- Facilitate global Business Process Management with Oracle BPA and BPM Suite model exchange

Tutor Publisher

- Batch creation of interlinked HTML content (no HTML skills required)
- Creates Role based Desk Manuals as launch pads for process content
- Impact Analysis reporting for QA & planning purposes

Tutor Model Documents

- Over 400 documents accelerate procedure development
- Cover standard business functions across most organizations

Tutor Method

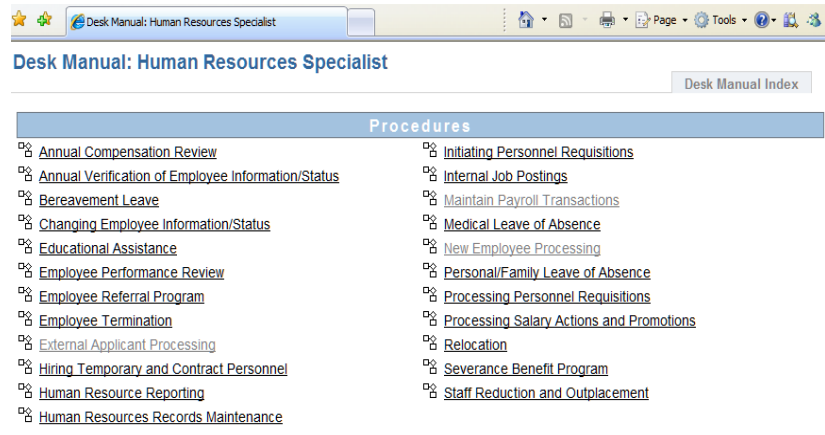
- Tested method ensures project success
- Procedure Development Workshop kick starts project

"In terms of cost savings, centralized management of documentation, easy manageability, improved operational efficiencies and leveraged user skills, Oracle Tutor has been wonderful."

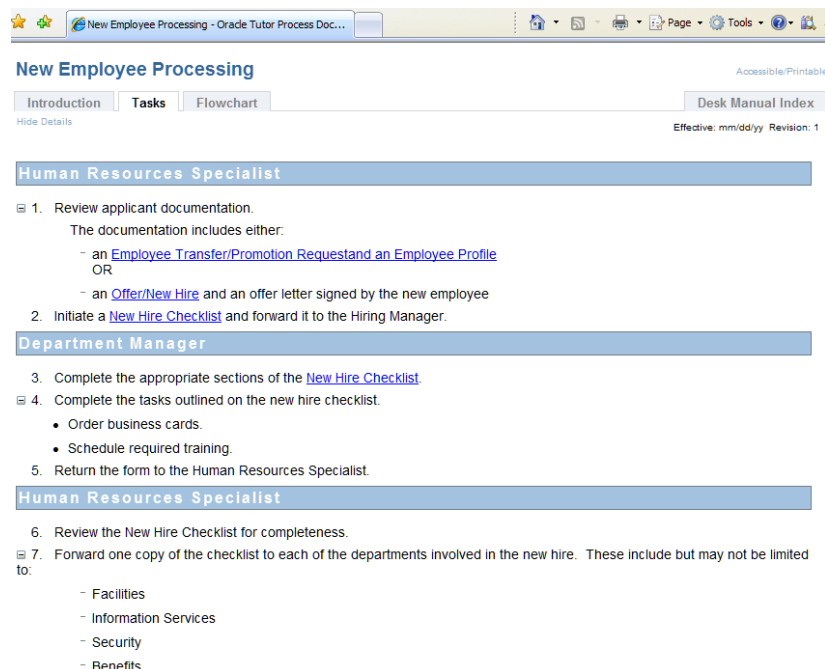
Coy Sable
Team Leader
Brunswick Communications

Turn Every Employee Desktop into a Self-Service Reference Center

Role based Desk Manuals are created automatically by Tutor Publisher and published to the intranet. All Tutor content is accessible through a browser.



Procedures provide step by step guidance for the task at hand. Tasks can be expanded to view supplemental information.



"Tutor offered us two clear business benefits. It would reduce the burden on our department of dealing with a lot of fairly routine queries. But importantly, it would also help us provide a better service to our end users."

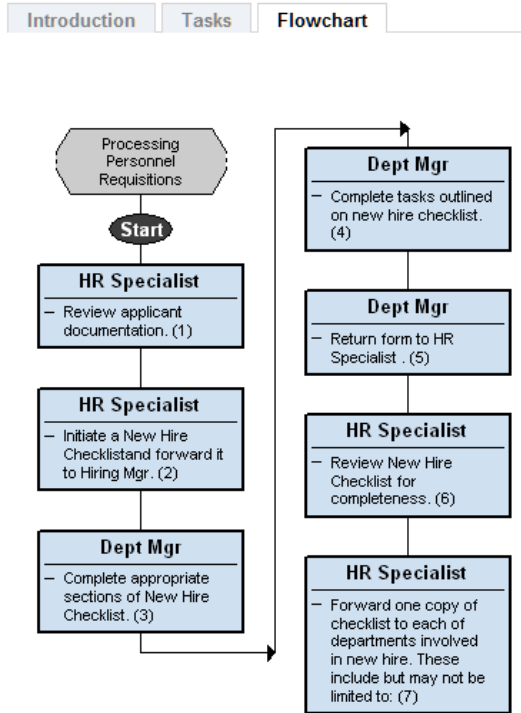
Alan Womack
Finance System Manager
BT Europe

"Tutor has been a very positive tool for us. It has been used for all the training and all the documentation for each one of our implementations. We Tutor for Oracle AND non Oracle issues."

Bill Lawson
VP and CIO of Ametek

Flowcharts provide an alternate view of the process, as well as links to other procedures.

New Employee Processing



Note: Oracle Tutor supports documents written in the following languages, as well as these language versions of Windows and Microsoft Office:

- English
- Western European
- Eastern European
- Simplified and Traditional Chinese (Tutor Author's user interface is available in these languages)
- Japanese (Tutor Author's user interface is available in this language)
- Korean (Tutor Author's user interface is available in this language)

Contact Us

For more information about Oracle Tutor, visit <http://www.oracle.com/us/products/applications/tutor-upk/063177.html> or call +1.800.ORACLE1 to speak to an Oracle representative.



Oracle is committed to developing practices and products that help protect the environment

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