ORACLE TUTOR

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Oracle Tutor: More than a Pretty Flowchart

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Executive Overview

DOCUMENTATION SOLUTIONS

Whether your documentation requirements are for training users during an implementation, new employees, newly acquired organizations, for standardization purposes, or for meeting audit requirements, Oracle Tutor is one of the most comprehensive user documentation solutions on the market today. Its built-in capabilities and ease of uptake and use have made Oracle Tutor the user documentation solution for such companies as GE, Motorola, Xerox, Unisys, Kelloggs, and, yes, Oracle.

Many companies have chosen to document with combinations of MS Word, Visio, and PowerPoint. Each of these tools has their strengths; indeed, Tutor Author is an enhanced version of MS Word. Often, auditors and business analysts will champion the ease of developing complex flowcharts manually with Visio as an option to the automated flowcharts within Tutor procedures. In doing so, they often forget a critical success factor in training user communities: Keep It Simple.

Introduction

Tutor's key features, listed below, create a total documentation solution that makes it easy to build, deploy, and use business process documents throughout the lifecycle of the organization.

Documentation Feature	Oracle Tutor	MS Visio	MS Powerpoint
Manual Flowcharting		√	√
Integrated, one-click Flowcharting	√		
Integrated, one-click HTML	√		
Standardized Formatting	√		
Oracle Apps Online Help	√		
One-click Desk Manuals	√		
Reports	√		
Courseware	√		
One-click Student Guides	√		
Methodology	√		
Model Documents	√		

Manual Flowcharting

Visio and PowerPoint are manual flowcharting tools for consultants or analysts who have to design a system or initially diagram a business process. Swimlane diagrams of business processes depict high level processes but do not provide the detail required to effectively inform users. Nor does using technical flowchart symbols necessarily enhance understanding by the user.

Integrated Flowcharting

Oracle Tutor procedures are focused on the user and include both text and integrated flowcharts. Procedure documents are lists of activities to instruct employees in a standard manner to perform their work. Tutor provides role-based task list capability with automated task numbering, decision-based branching (If…, Then…), systems navigation, and includes second level tasks and notes, all of which provide essential detail to the user. Once the task list is ready, a single click will create a flowchart of the tasks, including the roles and systems navigation, seamlessly integrated with the task list. The flowcharts are simply presented to enhance immediate understanding by the user.

Integrated HTML

Any Tutor document can be turned into an HTML document at the push of a button. Section navigation within the document is automatically created, as are links to prior and following procedures. In fact, the entire process of navigating from one level of documentation to another is automated via the HTML creation process. This makes it possible to follow a path from business processes, or standard sequences of procedures such as Order to Cash, down into the procedures which comprise them, or from one procedure to another in sequence. When users navigate through these, they come to understand who impacts their work before they do, and how their work influences the work of others downstream.

Standardized Formatting

Tutor creates several different standard document types. Each document type, such as a procedure, is created with appropriate document sections. For a procedure, the sections include Scope, Policy, Distribution, Ownership, Prior Activity, Tasks, and Flowchart. This template approach allows organizations to segment their documents in standard ways, which increases the rate of uptake as the user community becomes familiar with the content to be found in each section.

Oracle Applications Online Help Integration

While Tutor documents can function with any online application, their integration with the online help documents provided with Oracle Applications makes them especially apropos in that environment. When document developers point to the online help documents associated with the system navigation called for in the procedure, and online help documents are then set to point back to the procedures, a two-way linkage is created which is very useful for the user community. As the documents are turned into HTML and then loaded into the Online Help database in the Oracle Applications, an online

procedure reference manual is created. No longer are procedures printed and left to become shelfware; they now are accessible from the Applications as either refreshers for existing users or a complete procedure manual for newcomers. Since it is so easy to update the documents, it becomes cost effective to change them when the business or the Applications change, creating a living document set for the life of the organization.

One-Click Desk Manuals

User documentation is directed at specific roles within each organization, and the people who act in these roles need to be trained in all assigned activities. Every Tutor procedure contains a role-based task list; one or more roles can perform any number of steps. With the push of a button Tutor assembles a role-based Desk Manual which not only identifies every procedure for every role, but provides links to the procedures for quick access. No laborious search engine or manual cross-referencing is needed.

Impact Analysis and Cross Reference Reports

Tutor builds an integrated set of reports that facilitates the development of a standardized set of content. These are effectively QA documents that record such things as where used or discrepancies in role naming which occur when multiple resources are developing content. The reports provide a fast way to review the complete documentation set for accuracy and integrity.

Courseware

Oracle Tutor courseware refers to documents used exclusively to support formal training with Oracle Applications software. Courseware consists of education documents describing the functionality of Oracle Applications and references Oracle Applications Online Help Documents. Courseware is designed to teach specific job skills.

One-Click Student Guides

The student guide refers to the compilation of documents used by an instructor to teach a class. A student guide may include both courseware and procedure flowcharts. Baseline courseware content is provided by Oracle Tutor, while the implementing organization modifies and develops the procedures. This is a powerful set of easily compiled training material.

Methodology

The Tutor implementation method is a tested methodology intended to provide guidance on developing and deploying user documentation. It addresses project activity, documentation roles, document ownership, and the deployment lifecycle. There is no need for the organization to develop an approach on its own. Further, classes are available to transfer this knowledge to the project team, shortening the learning cycle.

Model Documents

Finally, Tutor delivers hundreds of model documents as part of the tool set. Many organizations can start by simply revising this content, as it has widespread application. It is far easier and faster to modify existing content rather than develop from scratch. Further, the content is very rich and serves as an exceptional organizational model. This material provides a huge jumpstart to a documentation effort.

Conclusion

MAKE ORACLE TUTOR YOUR CHOICE FOR "LIVING" VERSUS ARTIFACT DOCUMENTATION

Yes, Visio is a favored analyst's tool. But Oracle Tutor's robust feature set makes it the obvious tool for an effective user documentation project:

- The method provides a tested approach
- Model documents jumpstart the build cycle
- Single-click capabilities accelerate the development and deployment of documents
- Document QA is facilitated by reporting
- Training is facilitated by desk manuals, courseware, and student guides
- Tutor's browser-based procedures integrated with Oracle Applications will enable your organization to deploy an evolving self-training system

Rather than build project artifacts with other tools, build living user documentation with Oracle Tutor. Your user community will be glad you did.

Learn More

http://www.oracle.com/us/products/applications/tutor-upk/063177.html

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Author: Chuck Jones
Contributing Authors: Emily Chorba, Mary Keane

Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
Phone: +1.650.506.7000
Fax: +1.650.506.7200

oracle.com

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