Oracle User Productivity Kit: Pre-Built Content Overview and Frequently Asked Questions

Overview

Oracle’s User Productivity Kit (UPK) is a collaborative content development platform that drives end-user and project team productivity throughout all phases of the software ownership lifecycle. UPK pre-built application specific content provides significant additional benefit beyond the UPK Developer for enterprises deploying various Oracle applications. UPK application specific content created by Oracle is released in English and updated with each major release of the application, documenting best practices for that release to help organizations achieve faster ROI and manage knowledge more efficiently and effectively.

Customer Benefits

UPK Application Content: “As Delivered” System Process References

The value of UPK pre-built application content starts from the premise that implementation project teams can save substantial time and labor by leveraging UPK application content as baseline reference system process flows first and then iterating to capture specific business process requirements. The savings can be substantial – project team resources typically dedicated to the preparation of system test data, storyboarding, and process standardization can be greatly reduced.

Mirrors Oracle Application Development Methodology

Key to the value of UPK application specific content is the fact that it is authored in tight collaboration with the actual developers who wrote the code, thus creating content which accurately reflects industry best practices with detailed conceptual information.

Delivering Value Throughout the Software Lifecycle

The value of UPK application content has relevance in many phases common to software implementation projects. For example, early on in the project lifecycle, UPK play back capabilities allow implementation leads to educate themselves on the delivered system process flows (vanilla functionality) of the new application without having to actually configure a “sand-box” environment, mitigating costs associated with labor and hardware and reducing the new functionality “learning curve.”

Eliminate Dedicated Instances To Analyze Delivered Functionality

Once the delivered functionality and process flows of the new application are understood, the project team can use the UPK content as an aid to do the fit-gap analysis. For this phase of the project lifecycle, the functional expert visually moves through a UPK simulation – leveraging the application specific content – while noting in the test document the configuration and/or customizations necessary to achieve the desired business outcome.

Customizing Pre-Built Content

Over the course of an implementation or upgrade, the UPK pre-built content can evolve until it mirrors the final deployed application. The existing pre-built content can easily be modified using the UPK Developer to capture the configuration changes or steps in the new process. UPK’s re-record feature also enables a guided recapture of screens and steps in the application so your UPK content reflects the final state of your application.
Frequently Asked Questions

What pre-built UPK content does Oracle license?
Oracle development documentation teams have developed pre-built UPK content for many applications within the following application suites:
• Agile
• Crystal Ball
• Demantra
• E-Business Suite
• Fusion
• Hyperion
• JD Edwards
  • Enterprise One
  • World
• PeopleSoft
• Primavera
• Siebel CRM
• Utilities

See corresponding UPK Content Datasheets for specifics modules per application.

Who creates the UPK pre-built content?
Oracle UPK pre-built content is created by the documentation teams within the Oracle applications development organization. These teams work closely with the application developers in order to create content that accurately reflects best practices. The content creation process is managed by a team of dedicated UPK Project Managers.

Is UPK pre-built content upgradeable?
UPK pre-built content is created for each major application release and updated content for those releases is included as part of maintenance.

What happens when I upgrade my Oracle application?
UPK pre-built content is released with each major upgrade of Oracle applications. If you are current on maintenance you will have access to upgraded UPK content. If you’ve made changes to your application or perform a minor upgrade that causes changes to the look or flow of the application, you would need to reflect those changes in your UPK content. These updates are done with the UPK Developer. The changes made in the application would drive the changes needing to be made to the UPK content and you would do this whether you are using UPK pre-built content or your own developed content. Also, one version of UPK content does not replace another, different Application versions of UPK Content, ie UPK Content for PeopleSoft 8.9 and 9.0, can coexist within one UPK Developer.

How often is UPK pre-built content updated?
UPK Content is updated by the application development documentation teams for each major release of a product for which we provide UPK pre-built content. On average we will see UPK content updated every 18-24 months.

What languages are available?
UPK pre-built content is available in English.

Can I modify pre-built content?
Pre-built content is easily modified using the UPK Developer.

If using the 11.x UPK Developer:
• View the Content Development.pdf included with the UPK Developer installation for step by step directions on content development and modification. Navigation to this document is: Program Files>User Productivity Kit>UPK Developer 11_X Client>Documentation>EN>Reference.

How do I use UPK pre-built content?
UPK pre-built content provides value throughout the software ownership lifecycle. It can be used very early in an implementation, helping to educate the project team on best practices for the new application and assist with requirements gathering. As the UPK pre-built content evolves with the application, it can be used as the base for system process documentation, user acceptance test scripts, classroom training, on-line training, and job aids. For more information refer to the ‘UPK Pre-built Content’ datasheets.
What is included in the UPK pre-built content?

When downloading the UPK pre-built content you will receive the source UPK content which can be imported into the appropriate UPK Developer tool and published in all of the UPK output formats.

How do I import the pre-built content into my UPK Developer?

The UPK pre-built content can be imported from within the UPK Developer. For instructions on importing the content, view the Getting Started guide that comes on the pre-built content download.