

# ORACLE USER PRODUCTIVITY KIT

## KEY FEATURES AND BENEFITS

DRIVE USER PRODUCTIVITY,  
MITIGATE RISK, CONDENSE  
PROJECT TIMELINE

### FEATURES

- Single, synchronized authoring session creates multiple outputs tailored for all phases of the software lifecycle
- Multiple learning methods: watch and practice simulations, conceptual and transactional assessments, and in-application performance support
- Sophisticated centralized deployment, tracking, and reporting
- Context sensitive help for most web-based applications
- Recording wizard enables any user to create and edit content in minutes
- Capture test cases and compile test step results for QA, regression, and UAT
- Multi-language translation

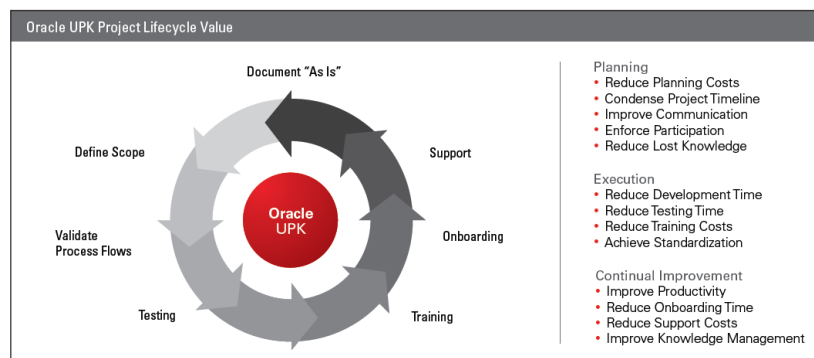
### BENEFITS

- Maximize ROI on enterprise applications by creating materials for use throughout software lifecycle
- Reduce costs associated with software implementations
- Streamline and expand content contribution to every user without having to learn Oracle UPK
- Speed time to efficiency with personalized courses
- Easily distribute, track, and measure content by role
- Reduce test plan creation and accelerate testing cycle
- Reduce performance support costs with context sensitive help
- Increase knowledge retention with conceptual-based questions and assessments as well as full featured sound recording and editing

*Oracle User Productivity Kit (Standard & Professional Editions) is an easy-to-use and comprehensive content development, deployment, and maintenance platform for increasing project, program, and user productivity. With Oracle User Productivity Kit, project teams can mitigate risk through all phases of any project lifecycle, dramatically reduce the time to deployment, and ensure end user adoption. By rapidly producing materials tailored for all phases of the software lifecycle - from test scripts, system process documents, and interactive simulations, to job aids, instructor manuals, presentations, and in-application performance support, Oracle User Productivity Kit can reduce overall software implementation and maintenance costs.*

## Mitigate Risk throughout Software Lifecycle

Oracle User Productivity Kit (UPK) Professional promotes end user adoption, the biggest barrier to enterprise application success, by simplifying and facilitating the knowledge transfer process among project teams, IT, lines of business, and the user community. Supporting all enterprise applications such as Oracle, SAP, and Microsoft as well as other third party and custom applications, Oracle UPK Professional helps organizations achieve the highest return on their enterprise application investment. Whether upgrading or implementing an application, managing change initiatives, or simply looking to increase user adoption, Oracle UPK Professional adds value throughout all phases of the software ownership lifecycle.



## Oracle User Productivity Kit Professional Delivers Better Planning, Execution, and Continual Improvement throughout the Software Lifecycle.

By using Oracle UPK Professional to document the 'as is' state of transactions or process flows, project teams can easily define and get approval on their scope and

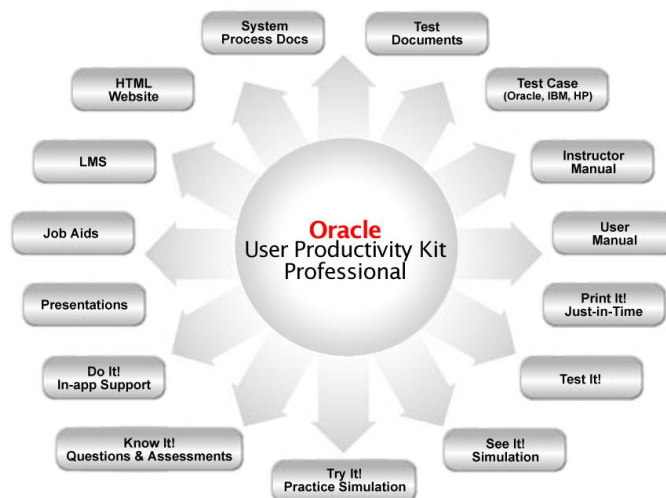
then capture the ‘to be’ state. These proposed processes are recorded with the UPK Professional Developer, published to a simulation with sound or to a presentation, and distributed to project teams to visualize the flows and conceptually understand why the process was designed the way it is proposed. By using Oracle UPK Professional early in the project design and fit/gap analysis stages, project teams can improve communication, enforce participation, and gain buy-in of best practices and validation of transaction flows.

Once the process design is approved, subject matter experts document the system processes and through this initial recording multiple outputs are created and used for testing, training, and ongoing support. With Oracle UPK Professional, project teams can save hundreds of hours and condense the project timeline with greater visibility into the process and early access to solutions.

**Reduce Content Development Costs and Time to Deployment**

Through a single authoring session, project teams can reduce content development time and costs by 40 percent by generating system process documents, test scripts, simulations, training manuals, quick reference guides, presentations, and in-application support – all without duplication of effort. Oracle UPK content is single-source, therefore, changes or edits are automatically propagated to all outputs simultaneously, making content maintenance a simple task.

Whether capturing institutional knowledge, documenting the current state or capturing the steps to create an issue, Record It! simplifies content creation and enables any user of a UPK Developer to quickly create and edit content in minutes without having to learn UPK. Subject matter experts, testers and business process owners can review topics, add author notes, and assign content for review making the content contribution and knowledge sharing across the enterprise seamless.



**Reduce Content Development Time and Costs by Creating and Updating Multiple Outputs through a Single Authoring Session.**

For multi-language implementations, powerful localization and translation capabilities compress time to deployment by exporting custom text for translations, and then importing it back to simultaneously propagate multiple outputs. And, a guided re-record process allows developers to create content in multiple languages and eliminates the time and cost associated with local language experts.

To jumpstart projects, a series of “Getting Started” content helps project teams understand how to use the platform throughout the lifecycle as well as achieve standardization. This valuable content features best practices for planning, creating, and managing content; tips for installation, configuration, and deployment methods; and why and how to use pre-built content and in-application performance support.

### **Accelerate QA, Regression, and User Acceptance Testing (UAT)**

Ease the burden of UAT by creating and deploying test plans and real-time performance support specifically designed for testing. Test It! simulations guide testers through a test plan and facilitate the tasks of documenting any issues. Also, any user can easily capture the steps to recreate an issue using Record It! in an enterprise system accelerating the testing cycle.

Test scripts can also be exported into Oracle Application Testing Suite, IBM Rational and HP Quality Center. These test scripts, along with system process and test documents, decrease the testing time and costs during conference room pilots, and shorten the project timeline.

### **Increase User Productivity and Ensure User Adoption**

Enterprise system users that are not given the proper guidance can take up to four times longer to become proficient at new job tasks or upgraded applications and they require up to six times more support than educated users. In addition, users have different preferred learning styles which enable them to master new information in the most effective way. With Oracle UPK Professional, three different learning methods allow users to watch simulations, practice in a simulated environment, and test their knowledge to ensure system competency and increased productivity.

The full feature sound recording, editing, and playback capabilities enable content developers to create engaging conceptual and transactional content. And, conceptual-based questions and assessments as well as expanded user access to additional, relevant information can enhance learning programs and increase knowledge retention. To meet your learning management needs, content can also be imported directly into a learning management system such as Oracle iLearning, SAP Learning Solution, and Saba Learning Suite.

### **Centralized Deployment, Tracking and Reporting**

Centralized content deployment, tracking, and reporting are easy in the new web-based Knowledge Center in UPK Professional. With its streamlined design, the Knowledge Center enables developers to easily distribute and track content by role as well as usage to determine its effectiveness. And, end users can view content, provide feedback, and increase their efficiency with their enterprise applications.

With a collaborative, multi-user development environment, developers can easily control content workflow and document management—including check in, check out, versioning, and status. In a single authoring session, they can create multiple outputs of documentation, simulations and performance support materials that are deployed, tracked and measured through the Knowledge Center.

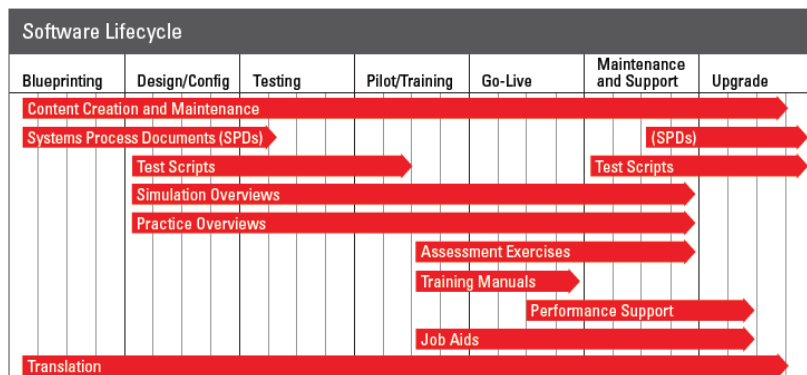
**Deliver Continual Improvement**

Oracle UPK Professional is a powerful tool for documenting the steps in a process and ensuring a consistent approach to system processes across the enterprise, helping organizations meet Sarbanes-Oxley and other government or industry compliance initiatives. It also reduces the stress commonly associated with change management. The “Know it” mode in Oracle UPK Professional provides users with feedback that lets them know where a mistake was made—and, more important, how to correct it. With Oracle UPK Professional, companies can correctly provide users with the right information the first time and validate their competence. This can also reduce onboarding costs for new employees and provide continual improvement in your knowledge retention strategy.

Even under the best programs, users will forget 70 percent of what they’ve learned within two weeks and 87 percent within one month. Once initial knowledge transfer is complete, there is still a vast need for just-in-time performance support materials. The “Do it” mode delivers context-sensitive help from the application’s help menu and or from the browser toolbar button to walk the user through a business process. The ability to deploy context-sensitive content reduces help desk calls, improves efficiency, and supports ongoing proficiency.

Enterprise applications are constantly updated and business processes are always changing to meet new business demands. By managing knowledge as a strategic asset, organizations can realize substantial reductions in the maintenance of their content with Oracle UPK Professional.

The success of an enterprise application depends on employees effectively using the software as efficiently as possible. With Oracle UPK Professional, project teams can mitigate risk through all phases of any project lifecycle, dramatically reduce the time to deployment, and ensure end user adoption.



**With Oracle User Productivity Kit Professional, Project Teams can Mitigate Risk through all Phases of any Project Lifecycle, Reduce the Time to Deployment, and Ensure End User Adoption.**

**RELATED PRODUCTS**

Pre-delivered application-specific content is available to jumpstart any implementation or upgrade for the following enterprise software applications:

- Oracle's PeopleSoft Enterprise
- Oracle's JD Edwards EnterpriseOne & JD Edwards World
- Oracle E-Business Suite
- Oracle's Agile PLM
- Oracle's Demantra
- Oracle's Siebel CRM
- Oracle's Hyperion
- Oracle's Primavera
- Oracle's Crystal Ball
- Oracle Fusion
- Oracle's Utilities

A full list of available content titles can be found online at [oracle.com](http://oracle.com).

**Contact Us**

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