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 Oracle Utilities Customer Care and Billing.

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.

Use the UPK Developer to easily customize the content to match your organization’s needs. The UPK Content products contain the following sections:

**Oracle Utilities Customer Care and Billing, Administrative Setup**

Getting Started with Admin Menu Functions

- General Data Administration
- Geographic Data Administration
- Financial Data Administration
- Device Administration
- Field Work Administration
- Consumption Data Administration
- Customer Data Administration
- Case Type Administration
- Sales and Marketing Administration
- Umbrella Agreement Administration
- External Messaging Administration
- Workflow and Notification Administration

**Oracle Utilities Customer Care and Billing, Credit and Collections**

- Financial Data Administration for Credit & Collections
- Credit & Collection Administration
- Customer Data Administration for Credit & Collections
- General Administration for Credit & Collections
- Working with Financial Data for Credit & Collections
- Working with Customer Information Data for Credit & Collections
- Working with Credit & Collections

**Oracle Utilities Customer Care and Billing, Rating and Billing**

- Rates Administration
- Working with Classic Rates
Working with the Rate Engine
Billing Administration
Open Market Administration
Customer Data Administration for Rating & Billing
General Administration for Rating & Billing
Working with Customer Information Data for Rating & Billing
Working with Financial Data for Rating & Billing

**Oracle Utilities Customer Care and Billing, Rating & Billing for Interval Data**
Consumption Data Administration
Working with Rates for Interval Data
Device Administration for Rating & Billing for Interval Data
Customer Data Administration for Rating & Billing for Interval Data
Working with Meters for Rating & Billing for Interval Data
Working with Customer Information Data for Rating & Billing for Interval Data
Working with Interval Billing

**Oracle Utilities Customer Care and Billing, User Tasks**
Getting Started with Main Menu Functions
Working with Control Central
Working with Customer Information Data
Working with Field Orders and Activities
Viewing Financial Data
Viewing Financial History Data
Working with Meters and Items
Working with Meter Reads
Working with Sales and Marketing
Working with Umbrella Agreements
Working with Workflow and Notification

**CONTACT US**
For more information on UPK and application specific content for Oracle application product families go to http://www.oracle.com/goto/upk/user-productivity-kit.html.