

ORACLE USER PRODUCTIVITY KIT

UPK VERSION 3.1 HIGHLIGHTS

THE GLOBAL RELEASE

- Multi-user content development
- Document check-in/check-out
- Version control
- Language translations
- Firefox browser support
- Discrete recordings across multiple applications

Oracle's User Productivity Kit (UPK) is a collaborative content development platform that allows enterprises to drive user productivity and mitigate risk throughout all phases of the software ownership lifecycle.

Maximize Return on Investment

Supporting the *entire* Oracle applications portfolio, UPK enables organizations to achieve a much faster ROI from their existing Oracle software investment. Whether net-new or upgrade, UPK adds value throughout the software ownership lifecycle. Project teams can realize a 40% or greater cost reduction by generating business process documents, test scripts, simulations, training manuals, quick reference guides and performance support materials all without duplication of effort.

Untrained Users can take four times longer than trained users to become proficient at new or upgraded applications, and they require up to six times more support. They also have different learning requirements to comprehend information in a way that is comfortable for them. From a single UPK authoring session, organizations can quickly create learning materials and easily keep them in synch with ever-changing processes.

Achieving rapid end-user adoption presents additional challenges for enterprises wishing to deploy globally. With the UPK language translation capabilities, enterprises can accomplish multi-language implementations substantially quicker and more cost effectively than before. Enhanced language translation capabilities allow custom text to be easily exported for translation and imported back into UPK after translation. Additionally, a guided re-record process enables developers to create content in multiple languages, eliminating the time and cost associated with using local language experts. UPK content developers can then publish that translated content in any of the UPK outputs.

Mitigate Risk

An application implementation or upgrade project can be inherently risky. Studies have shown that users forget 70% of what they learned within two weeks of go-live. In the new world of Sarbanes-Oxley, enterprises need to provide verifiable proof that employees know how to do their job. UPK is a powerful tool for documenting system user process steps, ensuring a consistent approach to system processes across the enterprise. It also reduces the stress commonly associated with change management.

Learners typically have preferred learning styles. With UPK, users can choose

**BECAUSE YOUR
SOFTWARE IS ONLY AS
GOOD AS THE PEOPLE
USING IT**

KEY BENEFITS:

Enterprises leverage UPK to maximize ROI, mitigate risk, and manage knowledge.

RELATED PRODUCTS AND SERVICES:

The following pre-delivered Oracle application specific content is available to jump-start any implementation or upgrade:

- PeopleSoft Enterprise HCM, FMS, SCM
- PeopleSoft Campus Solutions
- JD Edwards EnterpriseOne

between watching a simulation, practicing in a simulated environment, and testing their knowledge to ensure that they know how to use the application. By providing end-users with feedback letting them know where a mistake was made - and more importantly how to correct it – the UPK “Know It” mode is critical to closing the loop on employee learning and validating end-user competence.

In addition to the inherent risks associated with software implementation and upgrade projects, there is perhaps a more insidious risk looming – the looming war for talent. Baby-boomers are leaving the workforce in ever increasing numbers. This demographic shift along with workforce globalization is contributing to the talent shortage. In the documentation of best practices, UPK represents a powerful tool to mitigate the business risk that losing “tribal knowledge” poses.

Manage Knowledge

Even with the best training programs, there is still a need for ongoing performance support after go-live. The three keys to effective performance support are that learning be delivered in the way the employee learns best, that it be timely, and that it be within the context of their actual work task. UPK accomplishes just that - delivering just-in-time context sensitive simulations from the application’s help menu. The “Do It!” mode walks end-users through specific process keystrokes, thereby greatly reducing help desk reliance and increasing productivity.

Being able to leverage international labor pools for development is an imperative for today’s competitive enterprise. The latest version of UPK supports collaborative multi-user content development, providing detailed insight into development workflow. In addition to requisite version control, advanced content management capability enables document check-in and check-out. Support for the Firefox browser on Mac, Linux, and Windows operating systems allows for expansion into a wider user base of communities.

Very few processes are contained within one application. A hallmark of next-generation services oriented architectures (SOA) are easily modifiable “composite” applications. Application users tend to think in terms of the task at hand, not which application they are using. UPK’s powerful content management functionality leverages a single repository, making it possible to record training simulations across application boundaries, just the way end-users go about their day-to-day activities.

Oracle User Productivity Kit, the solution for maximizing ROI, mitigating risk, and managing knowledge in your organization.

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