



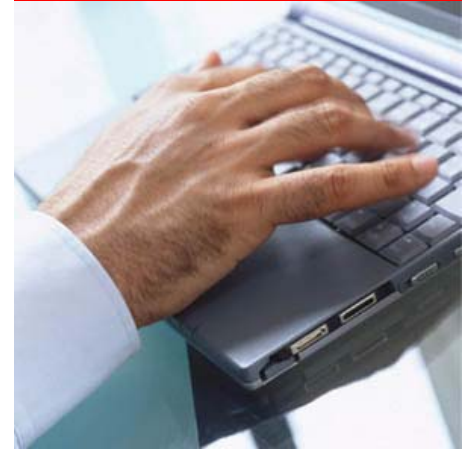
**ORACLE®**

Jean-Paul Bourdua  
Senior Sales Consultant

**NJ OAUG conference**  
**October 17th 2008**

# Today's Agenda

- Introduction
- What is UPK?
- How is UPK different from other recording tools ?
- Why use UPK?
- Demonstration:
- What are the benefits of using UPK ?
- Who uses UPK (success stories)
- Implementation considerations



# What is **UPK** (User Productivity Kit) ?

## User Productivity Kit

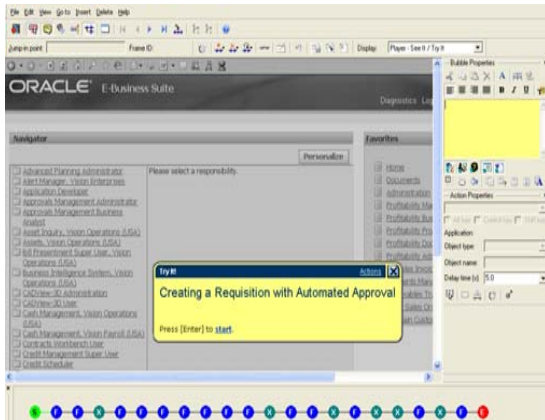
UPK is a single source collaborative content development platform

- Enables customers to create online and paper based documentation, training, and application support materials providing value throughout the full application lifecycle
- Works with all Oracle Applications and tools : EBS, PeopleSoft Enterprise, JDE Enterprise one, Siebel, Retek, Demantra, Hyperion, SPL, Agile, etc.
- Allows for publication of content in a great number of format: (Paper based documents,HTML web sites ,teacher's and user's guide, etc...)

It is **not** your **standard recording**, screen capture, and movie replay **tool**

# What is **UPK** (User Productivity Kit)?

## UPK Single Recording



## Simulations

- ✓ See It
- ✓ Try It
- ✓ Know It
- ✓ Do It

## Paper Based Content:

- ✓ Business Process Guides
- ✓ User Acceptance Testing Scripts
- ✓ Mercury UAT Scripts
- ✓ Instructor Led Training Materials
- ✓ Attendee Facing Training Materials
- ✓ Job Aids

Word or Adobe Based

- ✓ HTML
- ✓ Stand Alone Topics



# How is **UPK** different from other recording tools?

- Not only does it capture the screens, but it also recognizes objects and actions, at an un-paralleled recognition rate (over 95% in Oracle applications).
- It offers contexts ID recognition Thus allowing easy Help Menu Integration (HEMI) without needing complex integration services
- It is a discreet capturing tool (you capture only what you desire) that builds re-usable content
- It offers translation capabilities for system generated and custom added text into multiple languages.
- It offers 4 playback methods from one single data source (See-it, Try-it, Know-it and Do-it)
- It offers multiple outputs from one single data source (Test document, User guide, cheat sheet, HTML web site, Business Process Document, etc)
- It is developed by Oracle and Global Knowledge specifically for Oracle applications and is serviced by Oracle's world renowned support team.

# Why **UPK** and WHO cares?

To ease application implementation	(IT, Project team)
To perform fit gap analysis	(IT, Project team)
To capture application set-ups	(IT, Project team)
To perform application testing	(end users, IT, Project team)
To train the user population	(LOB managers, end users)
To improve application usage	(end users, IT)
To support end users	(end user, support team, IT)
To retain knowledge	(end users, LOB managers)
To train new hires	(end user, LOB managers)

# ORACLE®



## Oracle User Productivity Kit

Developer – Version 3.1.0

2003, 2007 Oracle. All rights reserved.  
All rights reserved.

Trademarks: Products mentioned herein are  
trademarks or registered marks of their respective  
owners.

Licensee: Oracle UPK



# ***DEMO***

**Integration to Help Menu...**

**For improved Live Application  
Support**



# Integration to Help Menu...

ORACLE iProcurement

Shopping Cart Home Logout Preferences Help Diagnostics

Shop Requisitions Receiving Contractors

Stores Shopping Lists Non-Catalog Request

Search Main Store

**Stores**

- [Main Store](#)  
Your one-stop shop for anything and everything
- [Supplier Marketplace](#)  
SAQQARA (Transparent Punchout)
- [IT Equipment](#)  
Punchout to MoreDirect.com
- [Facilities Equipment](#)  
Facilities Equipment
- [Exchange Marketplace](#)  
Punchout to
- [Legal Services](#)  
Legal Services
- [Transparent Exchange Marketplace](#)  
Transparent Exchange Marketplace
- [Trans Punchout \(All\)](#)  
Trans Punchout (All)
- [Informational Catalogs](#)  
Informational Catalogs to external travel sites.
- [Maintenance](#)  
Maintenance supplies, tools, and services

**My Requisitions** [Full List](#)

Requisition Description	Total (USD)	Status	Copy	Change	Express Receive
<a href="#">14356</a> <a href="#">Stop-Step 4-Step Ladder with Right Handrail, 27 inch Top Step, 23-3/4 inch x 33-1/2 inch x 40-3/4 inch</a>	643.00	Approved			
<a href="#">14336</a> <a href="#">Stop-Step 4-Step Ladder with Right Handrail, 27 inch Top Step, 23-3/4 inch x 33-1/2 inch x 40-3/4 inch</a>	643.00	Approved			
<a href="#">14335</a> <a href="#">Stop-Step 4-Step Ladder with Right Handrail, 27 inch Top Step, 23-3/4 inch x 33-1/2 inch x 40-3/4 inch</a>	643.00	Approved			
<a href="#">14333</a> <a href="#">Catch All Organizer, 13-9/16 inch x 9-1/4 inch x 1-3/8 inch, Black</a>	9.99	Approved			

# Integration to Help Menu...

2-...Since he/she has not accessed this function in quite some time...he/she does not remember how to perform the task...so he/she can select the help button.

The screenshot shows the Oracle iProcurement interface. The top navigation bar includes links for Shopping Cart, Home, Logout, Preferences, Help, and Diagnostics. The 'Help' link is circled in red. A yellow callout box points to this link with the text: "2-...Since he/she has not accessed this function in quite some time...he/she does not remember how to perform the task...so he/she can select the help button." Below the navigation bar, there are sections for "Computers", "Travel", and "Maintenance". A "Shopping Cart" section indicates the cart is empty. A "Purchasing News" section lists links for "Check frequently asked questions" and "Review purchasing policies". A "My Requisitions" table is visible at the bottom.

Requisition Description	Total (USD)	Status	Copy	Change	Express Receive
<a href="#">14356</a> <a href="#">Stop-Step 4-Step Ladder with Right Handrail, 27 inch Top Step, 23-3/4 inch x 33-1/2 inch x 40-3/4 inch</a>	643.00	Approved			
<a href="#">14336</a> <a href="#">Stop-Step 4-Step Ladder with Right Handrail, 27 inch Top Step, 23-3/4 inch x 33-1/2 inch x 40-3/4 inch</a>	643.00	Approved			
<a href="#">14335</a> <a href="#">Stop-Step 4-Step Ladder with Right Handrail, 27 inch Top Step, 23-3/4 inch x 33-1/2 inch x 40-3/4 inch</a>	643.00	Approved			
<a href="#">14333</a> <a href="#">Catch All Organizer, 13-9/16 inch x 9-1/4 inch x 1-3/8 inch, Black</a>	9.99	Approved			

# Integration to Help Menu...

**ORACLE®**

[UPK and Tutor](#)

**ORACLE®**  
Contents Search View Topic

Printable Page

iProcurement Help Home

**Related Procedures**  
[Requesting Material and Services](#)

**Related Simulations**  
[Try It - R12 iProcurement](#)  
[Do It - R12 iProcurement](#)

**Getting Started** [Overview of Requisitioning](#)

2- A new **UPK** link shows up in the application...

# Integration to Help Menu...

The screenshot displays the Oracle User Productivity Kit interface. On the left, an 'Outline' panel shows a search bar and a tree view of topics. The 'Oracle EBS R12 iProcurement' topic is selected, and its sub-topics are listed. On the right, a 'Playback Mode' bar offers four options: 'See It!', 'Try It!', 'Know It?', and 'Do It!'. Below this, a 'Concept' section provides introductory text about iProcurement, and an 'Introduction' section is visible at the bottom.

Oracle User Productivity Kit

Outline

Search  GO

All

Applicable

Oracle EBS R12 iProcurement

- User Self-Management
  - Setting User Preferences
  - Creating a Favorites List
  - Searching and Browsing
    - Using Search Result Layouts
    - Searching for Catalog Items
    - Using Search Layouts Local Content
- Viewing Search Results Details
- Comparing Items from Search Results
- Adding Search Results to the Shopping Cart

Playback Mode Preferences | Help | Close

See It! Try It! Know It! Do It!

Concept

Oracle iProcurement is designed for internal corporate requesters to independently procure goods and services from both local (internal) and remote (external) suppliers. Oracle iProcurement helps an enterprise to manage its procurement process from requisitioning to end-to-end buying. Oracle iProcurement provides a self-service interface for requisitioning, ordering, and requisition approval.

Introduction

1- The exact topic contextually developed for the application function is now shown to our user...

2- He/She can now launch the topic in any of the 4 playback methods...

# Benefits of Using UPK

- ✓ **During Upgrade process, or during a brand new implementation**
  1. Develop test scenarios for new features and business processes. (integrated to Mercury Test Director for test outputs)
  2. Document all the set-ups and configurations by implementation team.
  3. Use pre go-live UPK content as TOI from implementation team to end user team.
  4. Will reduce the numbers of Instances required (reduced IT \$\$ to maintain those additional instances)

# Benefits of Using UPK

- ✓ **Throughout the life of the application:**
  1. New-hires training will be easier and way less expensive to deliver,
  2. Local and remote users will be trained at very low cost with HTML format
  3. Training Material will be suitable for both Classroom training and Web-based training
  4. UPK leverages existing content and allows for easy updating of this material
  5. Will help organization in their Compliance effort (Sarbanes/Oxley, Bill C-198)

# Language Capabilities

English\*

French\*

GERMAN\*

*Spanish\**

Japanese\*

Swedish

Canadian French

ITALIAN

Portuguese

Danish

Mexican Spanish

Chinese (Simplified)

Norwegian

Dutch

The UPK Developer can export custom text to an .xliff or .doc format

Localized screens are captured with 're-record' mode



\*UPK Developer Languages

# Who Uses UPK



# Who Uses UPK



BARE ESSENTIALS  
san francisco



WIND RIVER



Let's hope

TD Bank soon !

# Existing Content Modules

## Enterprise Modules (30) Topics (2128) ver. 8.8, 8.9 ,9.0

- **Human Resources (249)**
- **Payroll for North America (141)**
- Benefits Administration (72)
- **Time & Labor (61)**
- ePay (9)
- eProfile (15)
- eBenefits (14)
- ePerformance (45)
- Learning Management (83)
- General Ledger (73)
- Receivables (132)
- Payables (55)
- Asset Management (85)
- Project Costing (58)
- Contracts (154)
- Grants (41)
- Expenses (34)
- **Student Administration (382)**
- Planning and Budgeting (67)
- Order Management (87)
- Billing (91)
- Purchasing (177)
- Inventory (111)
- eProcurement (34)
- Reporting Tools for HRMS (42)
- Reporting Tools for Financials/ESA  
and Supply Chain Management (49)
- Reporting Tools for Campus  
Solutions (38)
- Fundamentals for HRMS (23)
- Fundamentals for Financials/ESA  
and Supply Chain Management (23)
- Fundamentals for Campus Solutions (23)

# Implementation considerations...

All that is required is :

- Buy UPK developers and Content users licenses
- Install the developers on the server (1/2 a day)
- Get developer training
  - New 3.1 version training (2 days class)
  - Net new developer (4 days class)

Or do as I did...try and error learning...a few days !!!!!

# For More Information

UPK Solution Factory:

[http://isdportal.oracle.com/isd\\_html/sf.html](http://isdportal.oracle.com/isd_html/sf.html)

Simply enter:

1- your e-mail address

2- PW: ISUPK

**ORACLE®**



**ORACLE IS THE INFORMATION COMPANY**