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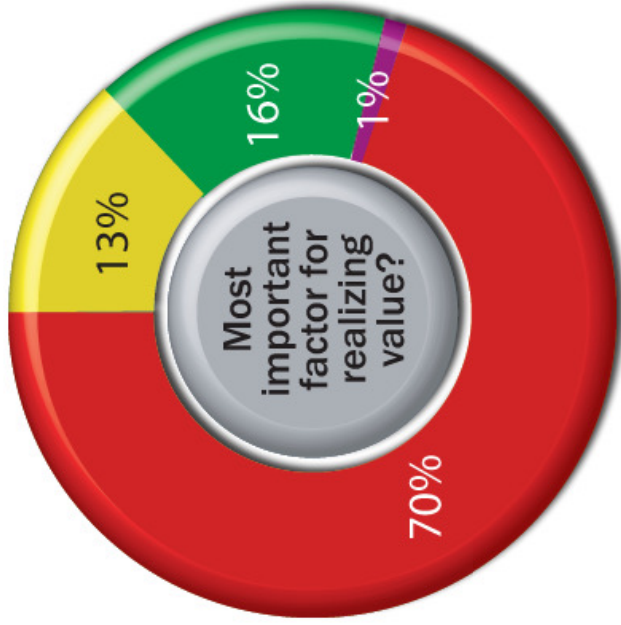
UPK – What’s New in V11 and Product Roadmap

Linda Hemsworth- Solutions Consultant, Oracle

Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

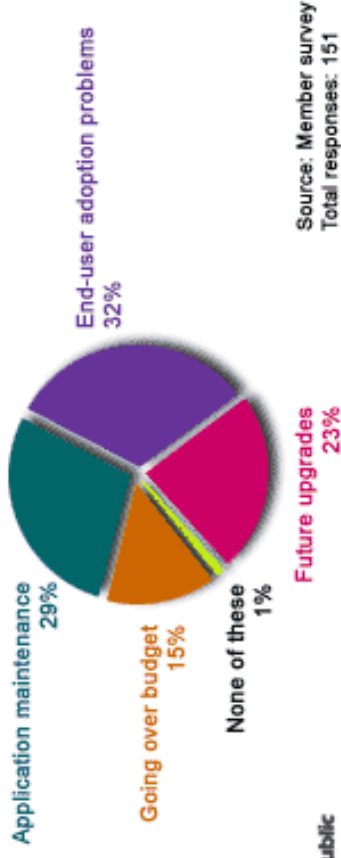
User Adoption



- Effective User Adoption
- Organizational Change
- Process Alignment
- Software Functionality

Source: Neochange

What are your greatest concerns after an application rollout?



TechRepublic

Source: Member survey
Total responses: 151

IDC Analyst Connection

Two out of three IT projects are challenged or worse, due in large part to user adoption issues

Increasing IT Project Success

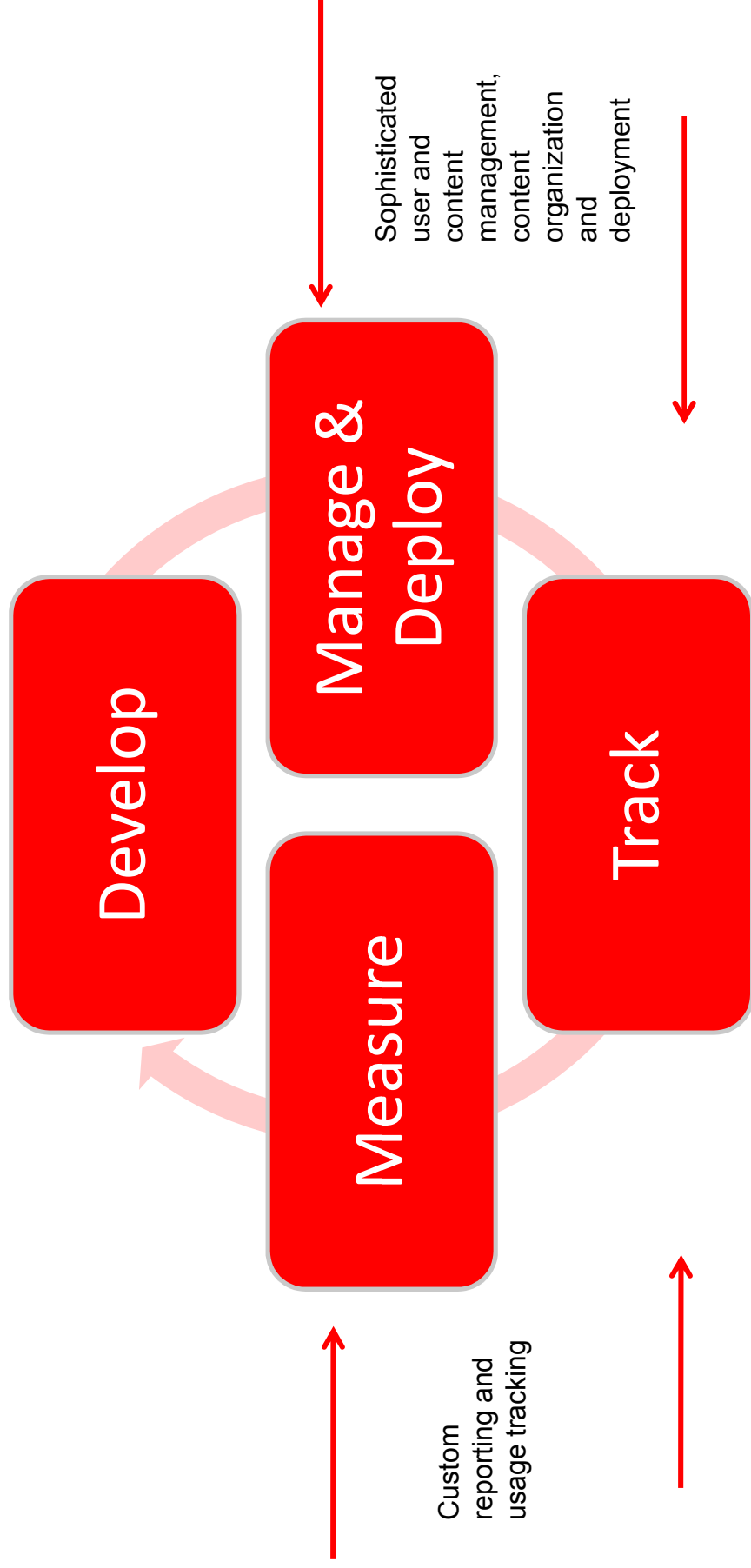
“Of projects done with the help of External Service Providers, 42.5% did not deliver all the expected benefits, 44% were delivered over budget, and 42% were not delivered on time.”

Source: Gartner, “How to Increase Your IT Project Success Rate,” January 27, 2011.

“Five clusters of attributes emerged as key to successful projects: planning, project management, consultant/system integrator (SI) expertise, user

User Productivity Kit Professional v11.0

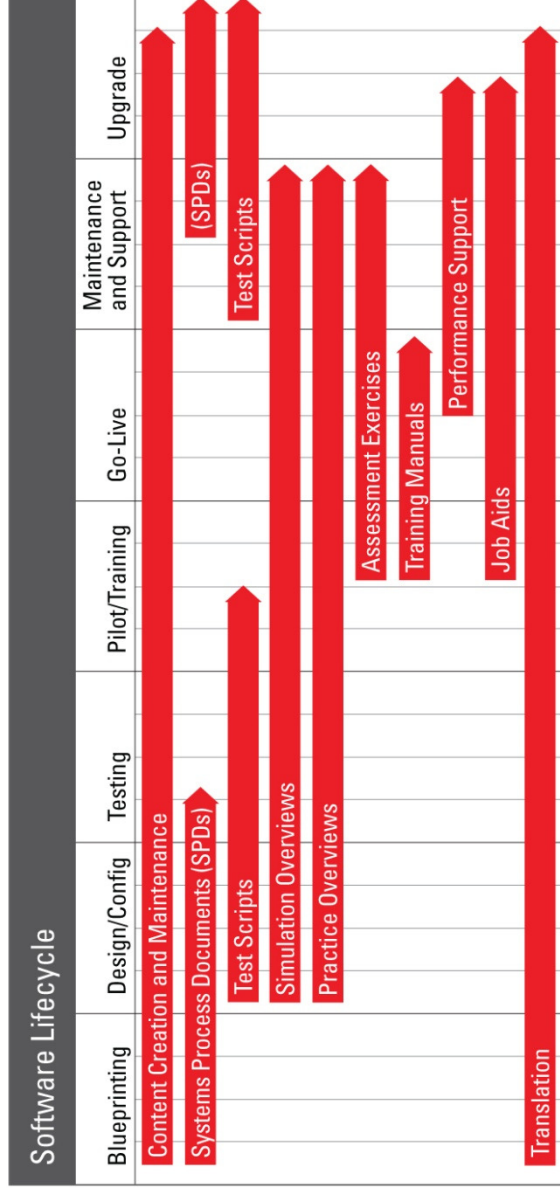
Develop, Manage, Deploy, Track, Measure



Oracle UPK

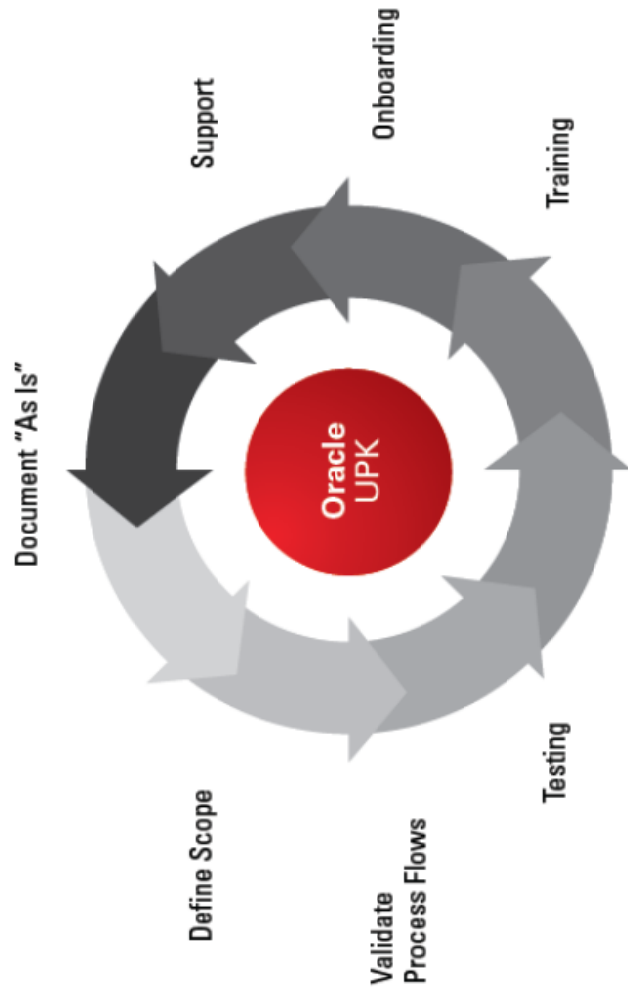
Maturing Customers & Marketplace

- “Go-live” usage to “Documenting As Is”
- Training tool to Project Lifecycle tool
- Transactional process flows to incorporating conceptual-based content
- Content Authoring tool to Implementation Tool



Oracle UPK - Software Lifecycle Value

Oracle UPK Project Lifecycle Value



Planning

- Reduce Planning Costs
- Condense Project Timeline
- Improve Communication
- Enforce Participation
- Reduce Lost Knowledge

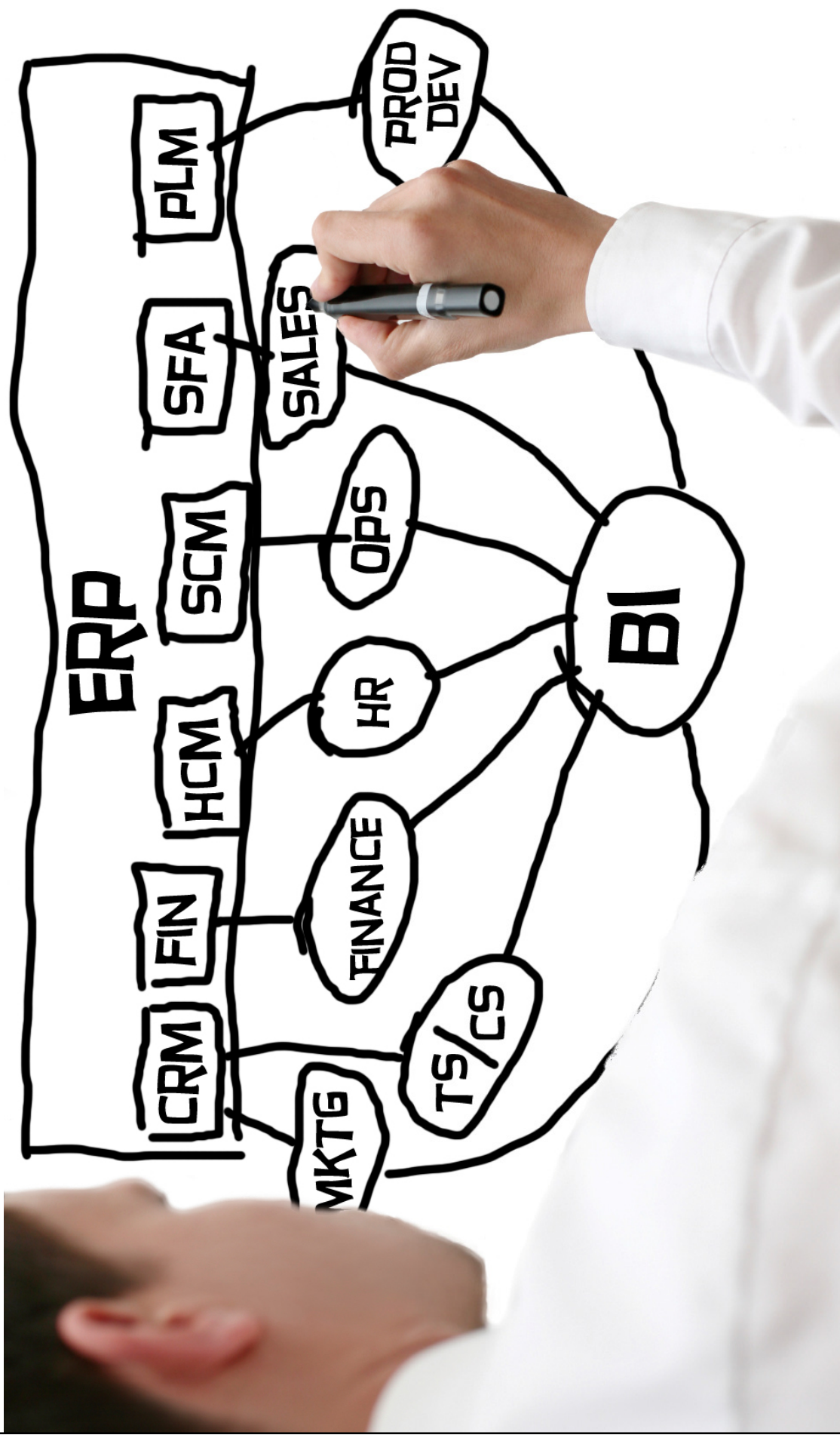
Execution

- Reduce Development Time
- Reduce Testing Time
- Reduce Training Costs
- Achieve Standardization

Continual Improvement

- Improve Productivity
- Reduce Onboarding Time
- Reduce Support Costs
- Improve Knowledge Management

Oracle UPK – Application Agnostic



Interesting Use Cases

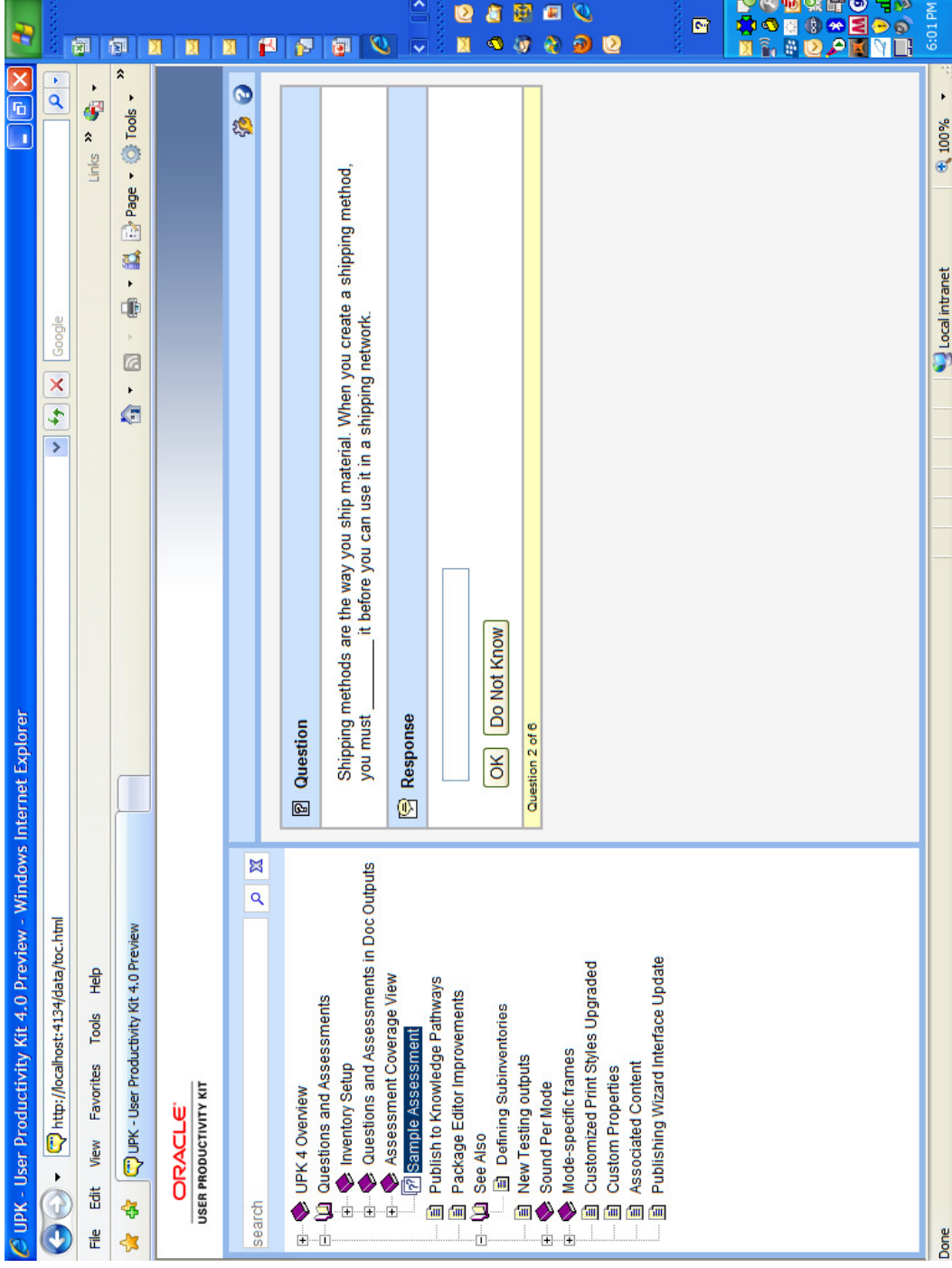
- Waste Management and Financial firms using to define scope and gain buy-in of proposed process flows
- University using to create test scripts for their new PeopleSoft Campus Admission solution
- High Tech firm using test script output for QA testing and quarterly regression testing
- Packaging company using in onboarding program to educate on new phone system
- Industrial Manufacturing firm using pre-built content to give projects teams insight to “as delivered” state

What's New

UPK v11.0 and UPK Professional v11.0

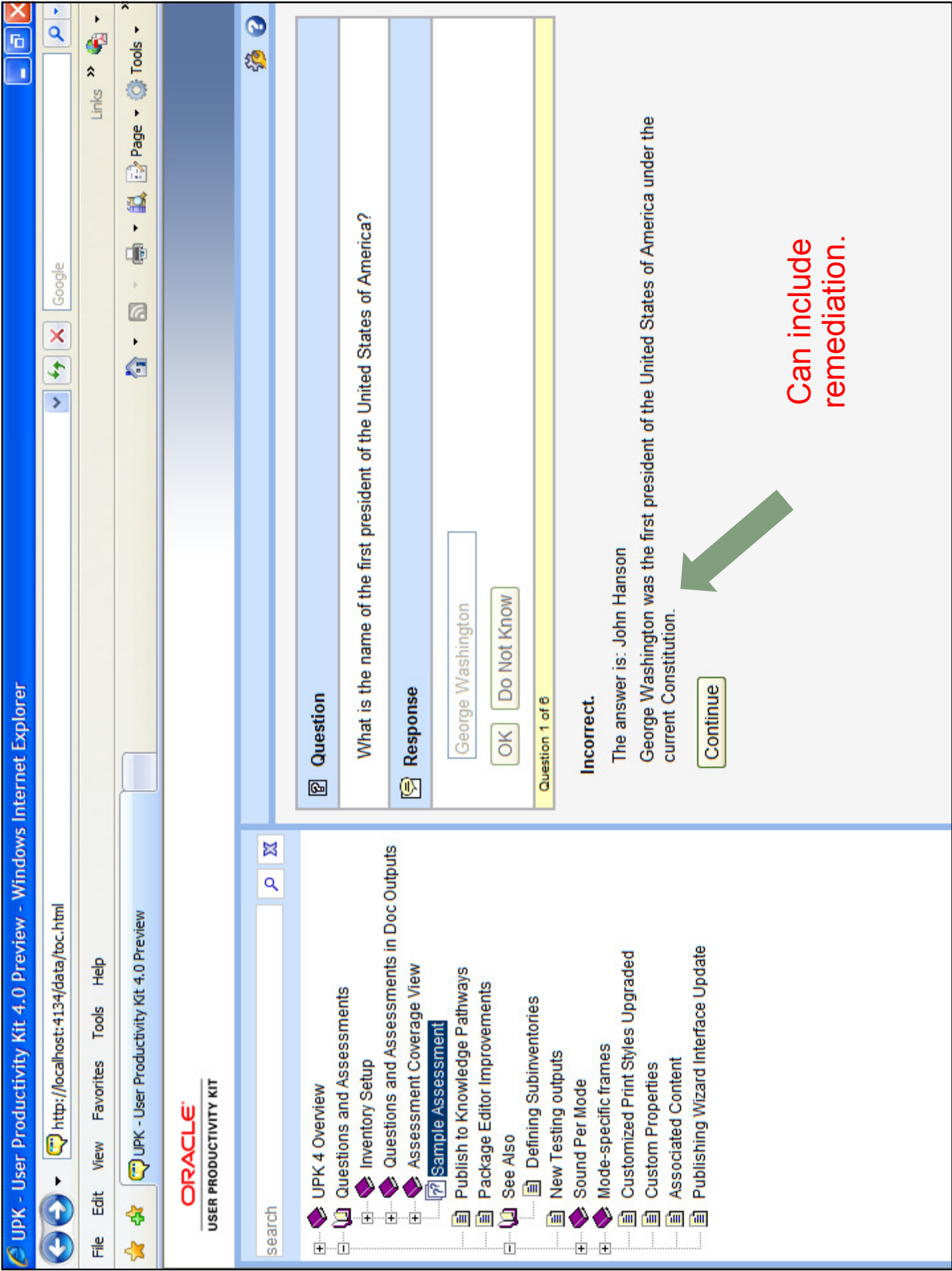
- Centralized deployment, tracking, and reporting
 - Knowledge Center (Standard and Professional)
- Conceptual-based Questions & Assessments
- “Getting Started” Enablement Content
 - Jumpstart projects
- Productivity and Publishing Enhancements

Conceptual Based Assessment Capability



Question Formats:

- Fill in the blank
- True/False
- Multiple Choice
 - Multiple
 - Single
- Hot Spot
- Matching
- User Defined



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USER PRODUCTIVITY KIT

- UPK 4 Overview
- Questions and Assessments
- Inventory Setup
- Questions and Assessments in Doc Outputs
- Assessment Coverage View
- Sample Assessment**
- Publish to Knowledge Pathways
- Package Editor Improvements
- See Also
 - Defining Subinventories
 - New Testing outputs
 - Sound Per Mode
 - Mode-specific frames
 - Customized Print Styles Upgraded
 - Custom Properties
 - Associated Content
 - Publishing Wizard Interface Update

Question

What is the name of the first president of the United States of America?

Response

George Washington

OK Do Not Know

Question 1 of 8

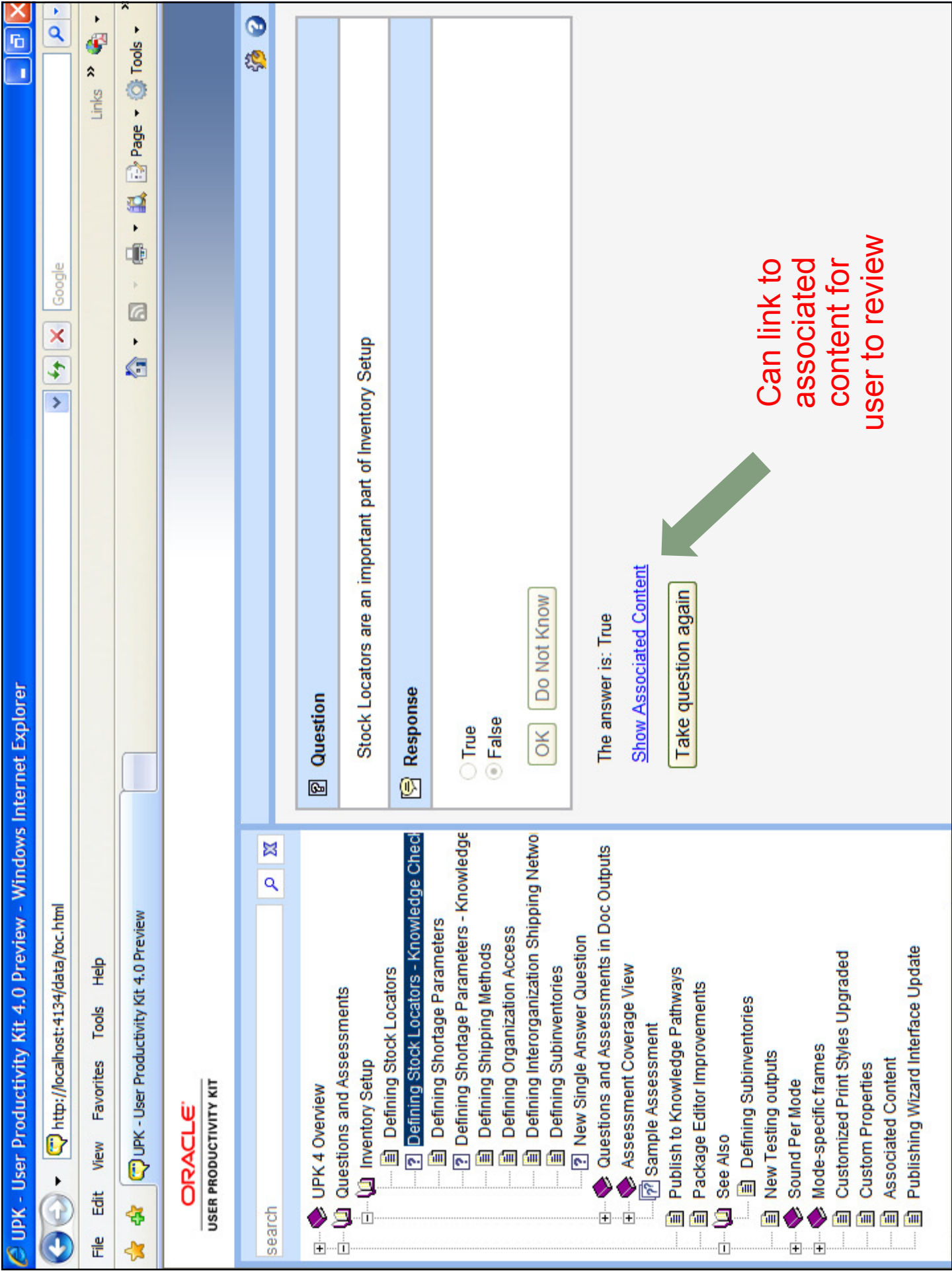
Incorrect.

The answer is: John Hanson
George Washington was the first president of the United States of America under the current Constitution.

Continue



Can include remediation.



- UPK 4 Overview
- Questions and Assessments
- Inventory Setup
 - Defining Stock Locators
 - Defining Stock Locators - Knowledge Check**
 - Defining Shortage Parameters
 - Defining Shortage Parameters - Knowledge
 - Defining Shipping Methods
 - Defining Organization Access
 - Defining Interorganization Shipping Netwo
 - Defining Subinventories
- New Single Answer Question
- Questions and Assessments in Doc Outputs
- Assessment Coverage View
- Sample Assessment
- Publish to Knowledge Pathways
- Package Editor Improvements
- See Also
 - Defining Subinventories
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Question

Stock Locators are an important part of Inventory Setup

Response

- True
- False

OK Do Not Know

The answer is: True

[Show Associated Content](#)

Take question again



Can link to associated content for user to review

UPK - User Productivity Kit 4.0 Preview - Windows Internet Explorer

http://localhost:4134/data/toc.html

File Edit View Favorites Tools Help

UPK - User Productivity Kit 4.0 Preview

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USER PRODUCTIVITY KIT

search

- UPK 4 Overview
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Sample Assessment Summary

Date: Wednesday, March 16, 2011 6:05:03 PM

You have completed the Sample Assessment assessment.

- ✓ You responded correctly to **4** of **6** questions.
- ✓ Your total score is **67%**.
- ✓ The passing score for this assessment is **100%**.

Section Summary

| Section Name | Score in Percentage |
|--|---------------------|
| Questions and Assessments in Doc Outputs | 0% |
| Assessment Coverage View | 0% |
| Inventory Setup | 100% |

Response Summary

| Question Name | Correct | Incorrect/Unsure |
|--|---------|------------------|
| Sample Fill In Question | | x |
| Shipping Methods | ✓ | |
| Defining Shortage Parameters - Knowledge Check | ✓ | |
| Defining Stock Locators - Knowledge Check | ✓ | |
| Sample True/False Question | | x |
| Day of Week | ✓ | |

Print

**Results Panel
Showing
Assessment
results to user**



What is UPK Professional ?



The Knowledge Portal for Projects

Oracle User
Productivity Kit



Knowledge Central

Navigation

- Knowledge Center
- Continue
- Search
- User Profile
- Answer a Question
- Ask an Expert
- Notebook
- Reports
- Help

My Portal

Welcome Beth

Welcome to OnDemand Knowledge Pathways! Click the Knowledge Center link to explore your subjects and assessments and expand your knowledge.

Your subject currently in progress is:

[Intro to Excel](#)

Click the link shown above to continue the subject you were working on during your last session.

History

The last five subjects you accessed are listed below. Click the link to launch the subject, or click Knowledge Center to select a different subject.

[Intro to Excel](#)

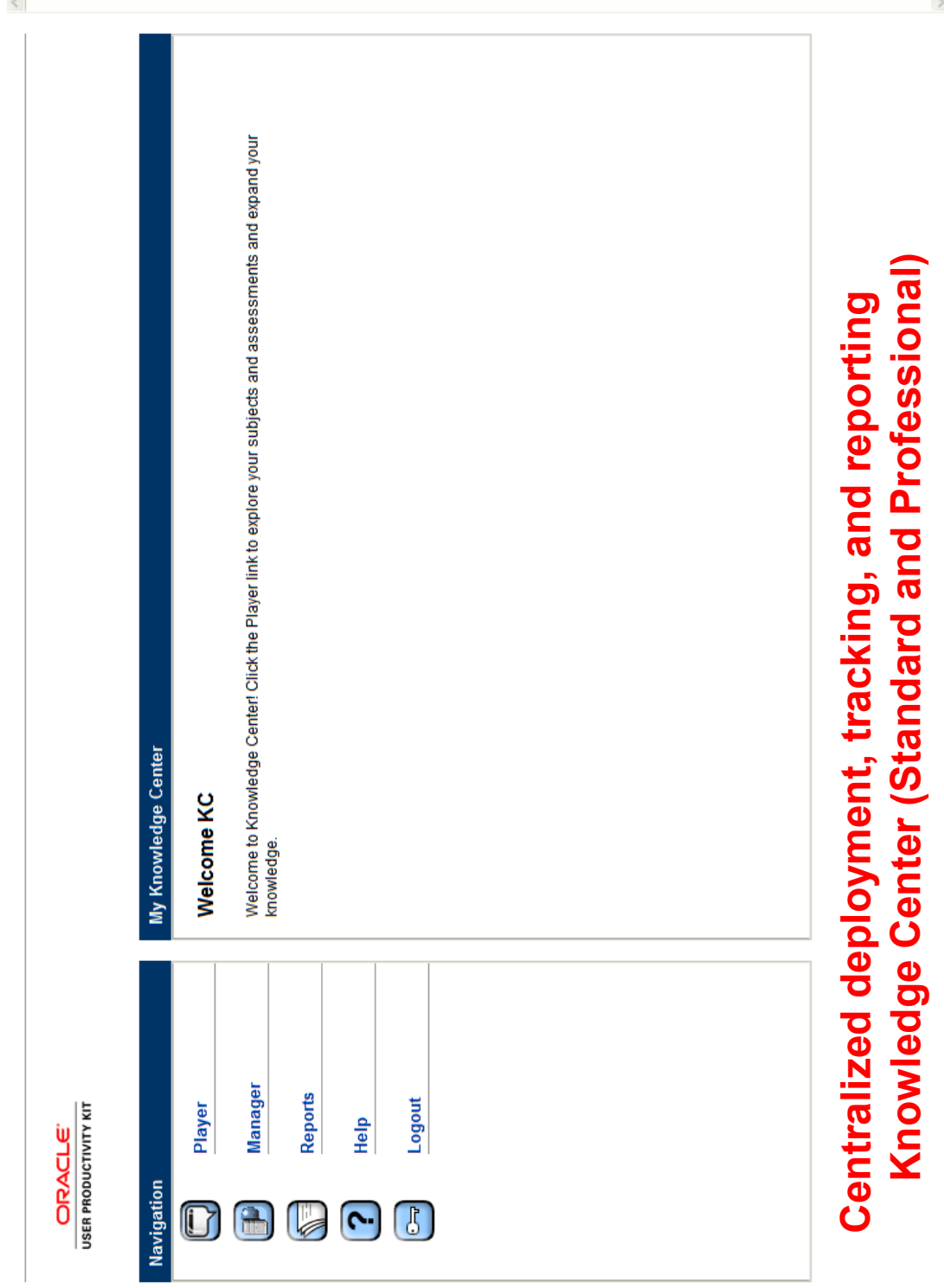
Usage Summary

This report allows you to view your progress.
[View your usage summary now.](#)

- ✓ Develop and Deliver Content
- ✓ Manage and Deploy Training
- ✓ Measure Organisational Readiness

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New! UPK Standard: Knowledge Center Deployment



**Centralized deployment, tracking, and reporting
Knowledge Center (Standard and Professional)**

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UPK Professional: Knowledge Center

The screenshot displays the Oracle Knowledge Center interface. At the top left, the Oracle logo and 'USER PRODUCTIVITY KIT' are visible. A navigation bar contains icons and labels for: Knowledge Paths, Continue, Search, User Profile, Answer a Question, Ask an Expert, Notebook, Reports, Manager, Help, and Logout. The main content area is titled 'My Knowledge Center' and features a 'Welcome Beth' section. It includes instructions to explore subjects and assessments, a list of subjects currently in progress (e.g., 'UPK xWeek - Tuesday's Assessment'), and a 'History' section listing recently accessed subjects. A 'Usage Summary' section provides a link to view progress.

Oracle
USER PRODUCTIVITY KIT

Navigation

- Knowledge Paths
- Continue
- Search
- User Profile
- Answer a Question
- Ask an Expert
- Notebook
- Reports
- Manager
- Help
- Logout

My Knowledge Center

Welcome Beth

Welcome to Knowledge Center! Click the Knowledge Paths link to explore your subjects and assessments and expand your knowledge.

Your subject currently in progress is:

- [Creating Charts](#)

Click the link shown above to continue the subject you were working on during your last session.

History

The last five subjects you accessed are listed below. Click the link to launch the subject, or click Knowledge Paths to select a different subject.

- [Creating Charts](#)
- [UPK xWeek - Tuesday's Assessment](#)
- [UPK xWeek - Monday's Assessment](#)

Usage Summary

This report allows you to view your progress.





[View your usage summary now.](#)





















Centralized deployment, tracking, and reporting Knowledge Center (Standard and Professional)

Knowledge Center Centralised Reports

Report List

[New External Report](#) |
 [New Custom Report](#) |
 [Import Report](#)

| Custom Reports | View | Design | Delete |
|---|---|---|--------|
| Sample - Content Usage Report |  |  | X |
| Sample - Content Viewed |  |  | X |
| Sample - Executive Summary |  |  | X |
| Sample - Know It Results |  |  | X |
| Sample - User Report |  |  | X |
| Standard Reports | | | |
| Activity List |  | | |
| Assessment Analysis |  | | |
| Knowledge Path Summary |  | | |
| Knowledge Paths for Titles |  | | |
| Skill Assessment |  | | |
| Usage Frequency |  | | |
| Usage Summary |  | | |
| User List Detail |  | | |
| User Progress |  | | |
| Usergroup List |  | | |

*Your personal reports are marked with an asterisk

Usage Reporting Example



Sample - Know It Results

[Return to report list](#) [Go to report design](#) [Help](#)

Playback mode Know It?

| Grouping | Type | Average score | Know it count | View time average | Pass count | Pass percentage |
|---|---------|---------------|---------------|-------------------|------------|-----------------|
| PEOPLESOFT GENERAL LEDGER 9.1 | MODULE | 83.8% | 10 | 00:02:51 | 8 | 80.0% |
| PeopleSoft General Ledger 9.1 | Module | 83.8% | 10 | 00:02:51 | 8 | 80.0% |
| Setting Up User Preferences | Section | 68.5% | 2 | 00:01:04 | 1 | 50.0% |
| Setting Overall User Preferences | Topic | 82.0% | 1 | 00:01:19 | 1 | 100.0% |
| Setting General Ledger User Preferences | Topic | 55.0% | 1 | 00:00:49 | 0 | 0.0% |
| Managing Journal Entries | Section | 100.0% | 1 | 00:03:55 | 1 | 100.0% |
| Viewing ChartField Definitions | Topic | - | - | - | - | - |
| Viewing Schedules | Topic | - | - | - | - | - |
| Modifying the Journal Entry Template | Topic | 100.0% | 1 | 00:03:55 | 1 | 100.0% |
| Creating and Posting a Journal Entry | Topic | - | - | - | - | - |
| Reviewing a Journal Entry Reversal | Topic | - | - | - | - | - |
| Specifying Journal Search Criteria | Topic | - | - | - | - | - |
| Viewing and Updating Journal Entries | Topic | - | - | - | - | - |
| Entering Journal Entry Totals | Topic | - | - | - | - | - |
| Viewing Journal Entry Errors | Topic | - | - | - | - | - |
| Viewing Journal Approval | Topic | - | - | - | - | - |

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Enablement Service Pack 1 for UPK 11 is Now Available

New Player Feature: Share

The UPK Player now includes a link above the concept pane called "Share".

When a user clicks the Share link, a dialog box will provide a web address (URL) that can be shared with others. Simply copy the URL and paste it into an instant message or e-mail to share the content with someone else.

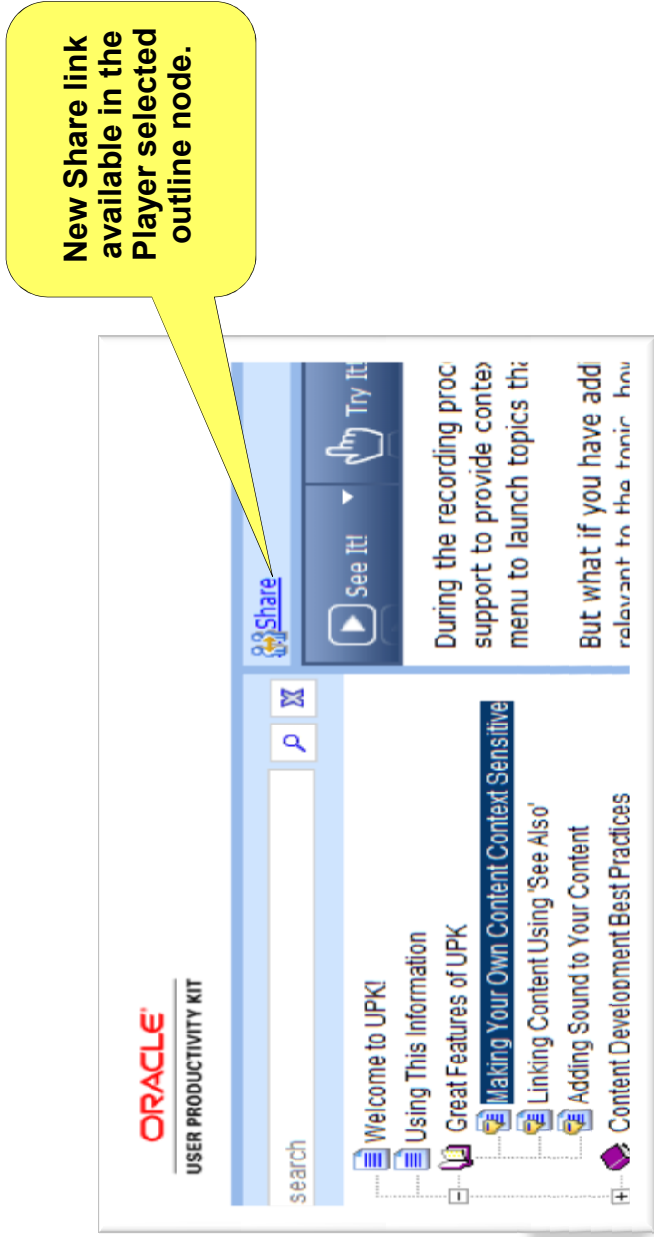
Additional Functionality:

- Added support for Java 7
- Added support for Firefox 6
- Added support for Firefox 7
- Added support for Siebel 8.0.0.12
- Added support for SAPGUI 7.20 p008

Test Case Output

- Added support for Oracle Application Suite 9.3

Enabling Sharing of Content from the Player



Clicking the Share link opens a new window and enables the user to copy the URL to the document.



What's Coming

ESPs (Enablement Service Packs)

- ~ Quarterly Packs will be released containing regular updates to support specific applications

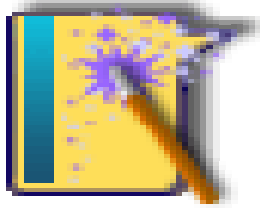
What's Coming

UPK and UPK Professional 11.1

- Support for a “lighter” recorder process – enable SMEs to easily capture and edit content
- “Test It” mode
- New UI for Knowledge Center End User
- Expert Advice and Feedback Enhancements

UPK and UPK Professional 11.1

Recording Wizard



User Productivity Kit

Select Program Shortcuts

Record It! is a light version of the Developer, optimized for recording topics. You can install shortcuts for either or both versions of the Developer.

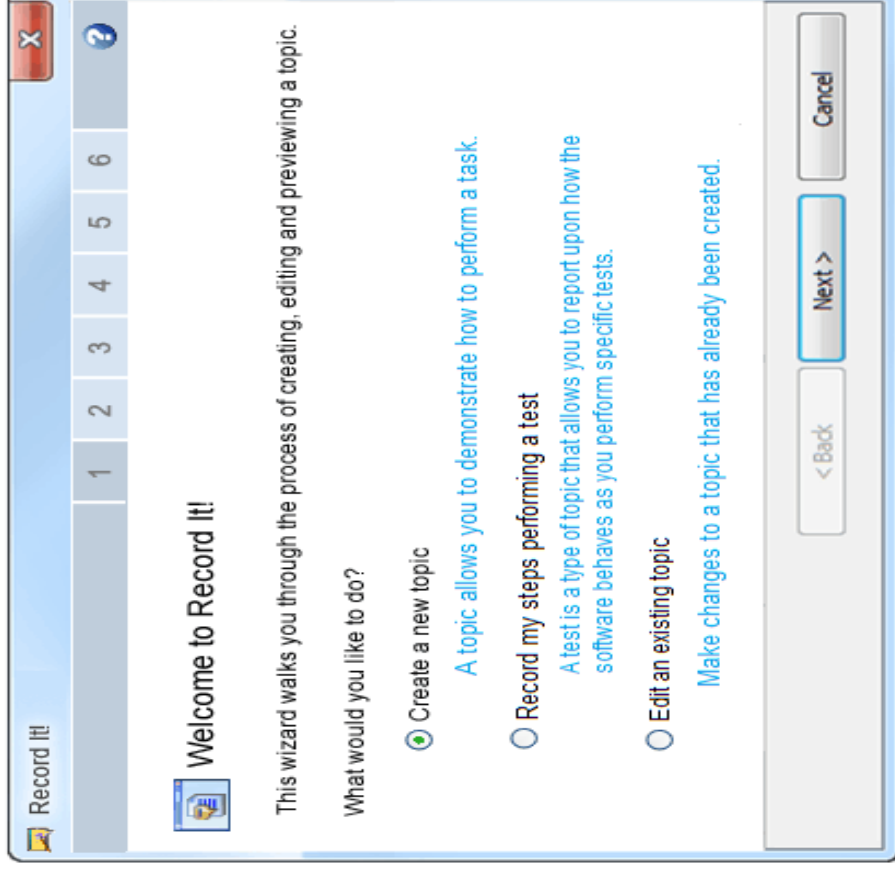
Which shortcuts do you want included?

- Full Developer Client
- Record It! Client

< Back Next > Cancel

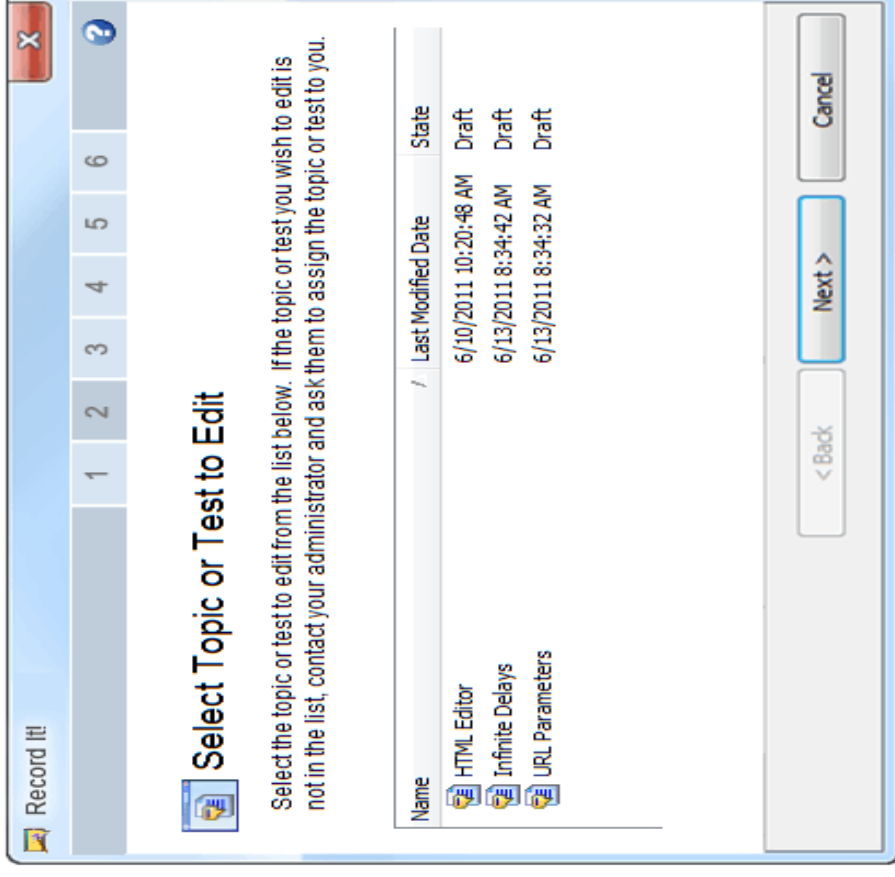
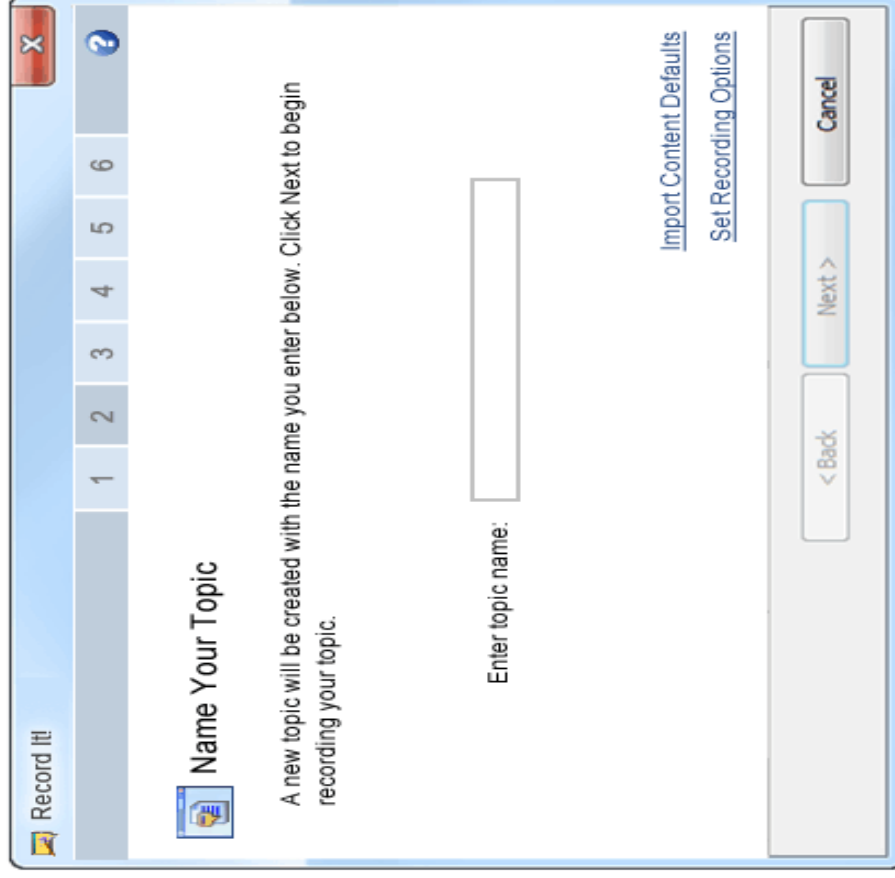
UPK and UPK Professional 11.1

Recording Wizard



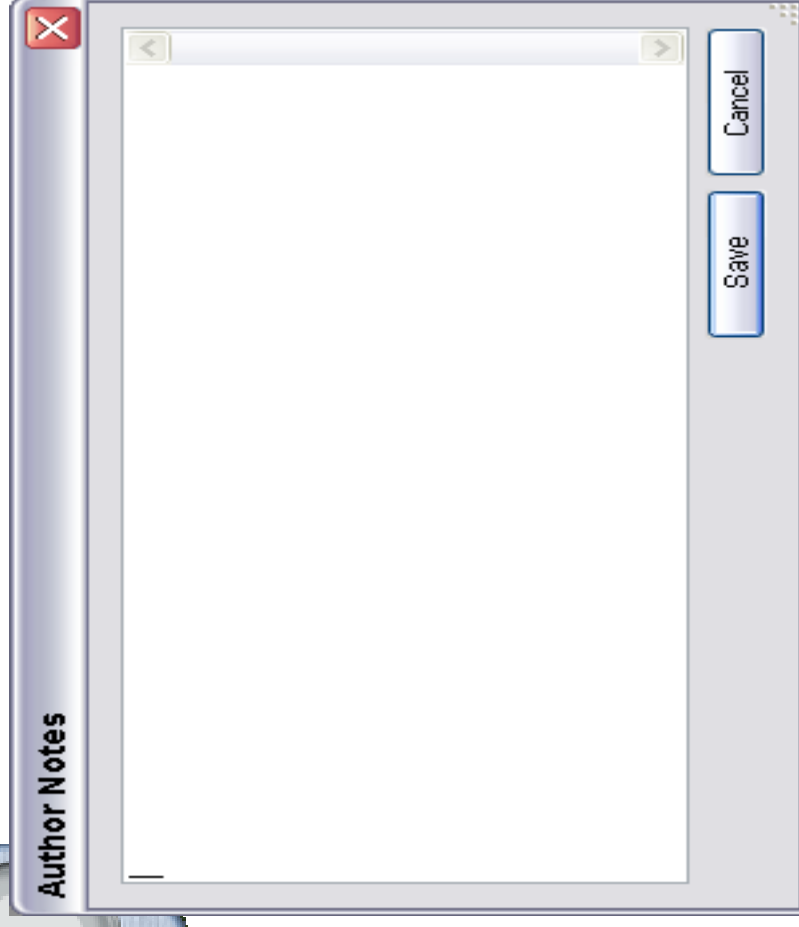
UPK and UPK Professional 11.1

Recording Wizard



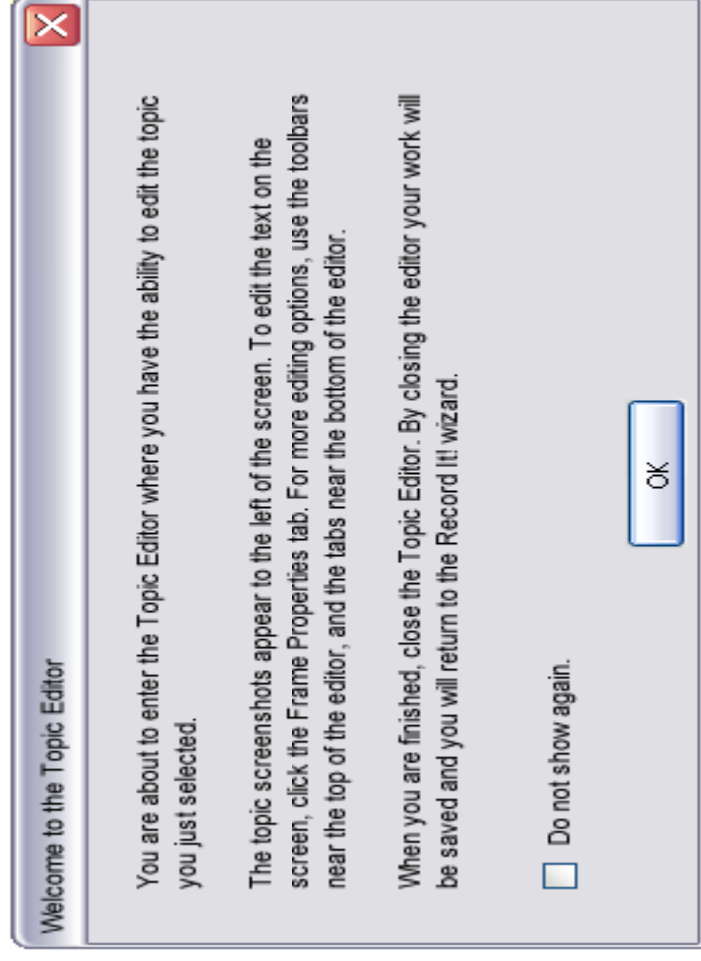
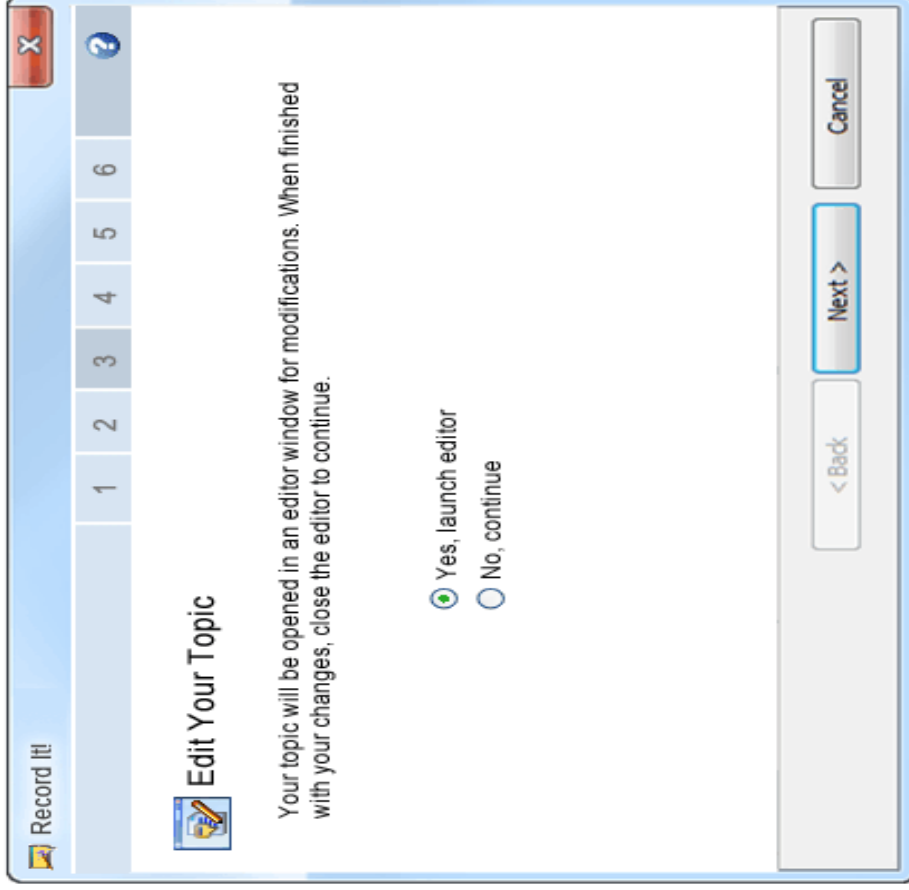
UPK and UPK Professional 11.1

Recording Wizard



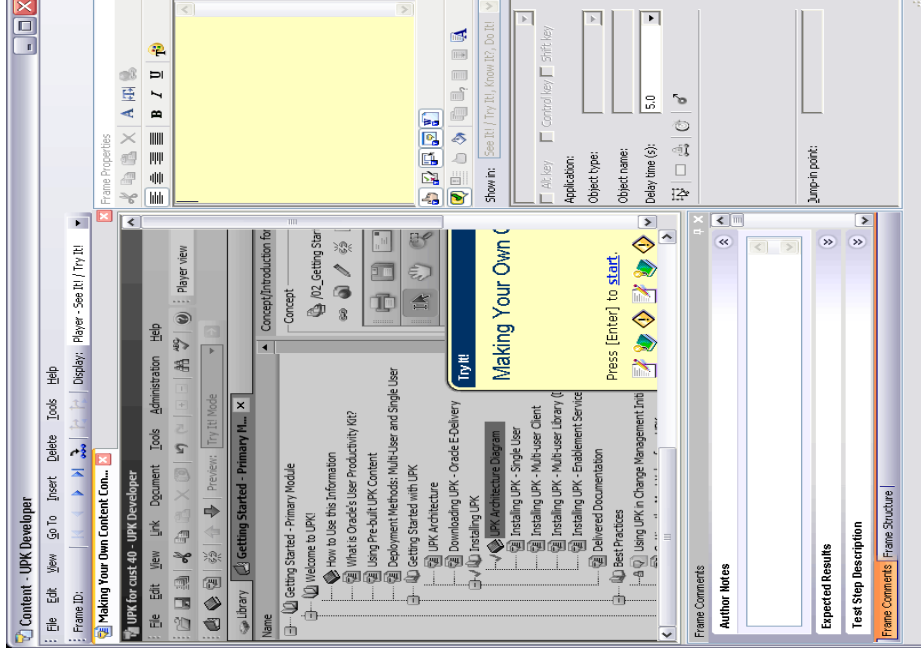
UPK and UPK Professional 11.1

Recording Wizard



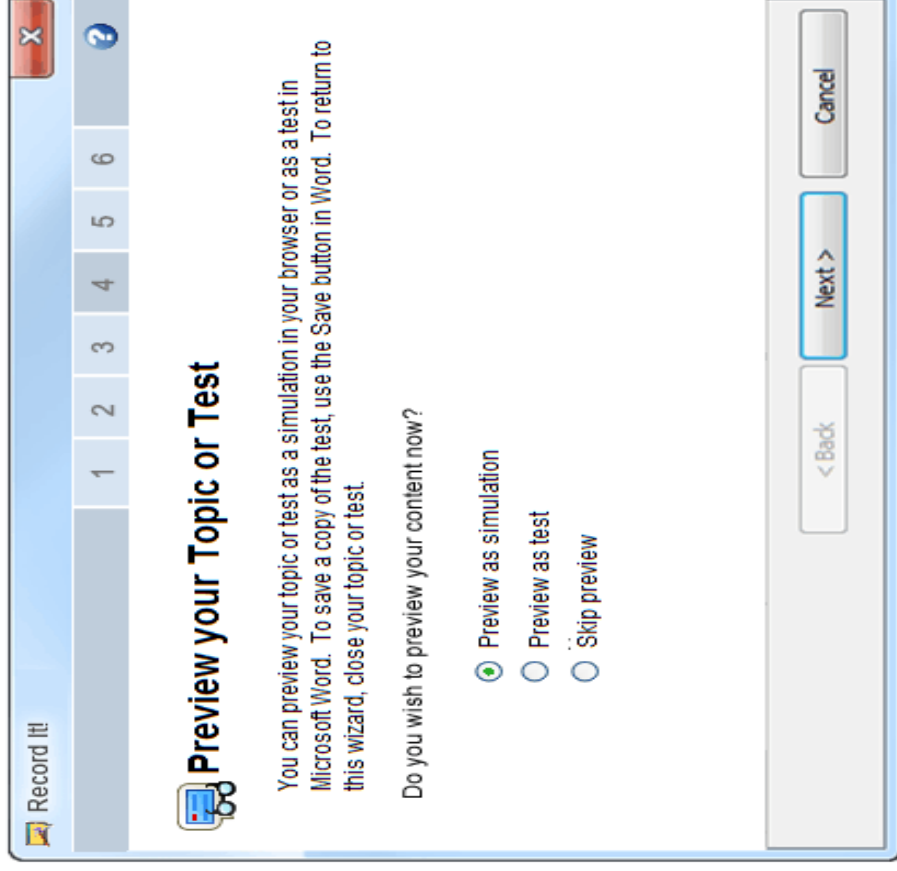
UPK and UPK Professional 11.1

Recording Wizard



UPK and UPK Professional 11.1

Recording Wizard



UPK and UPK Professional 11.1

Recording Wizard

Record It!

1 2 3 4 5 6

Add Optional Information

Select values for the following fields or click Next to skip this step.

Enter the Owner and State of your topic.

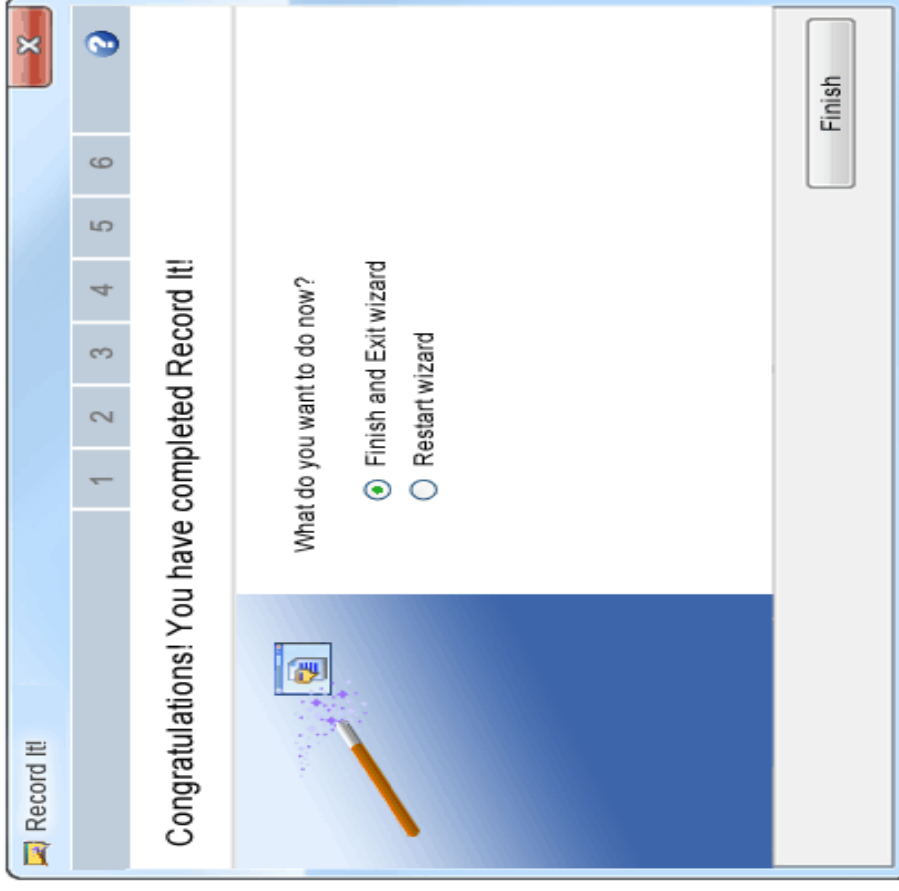
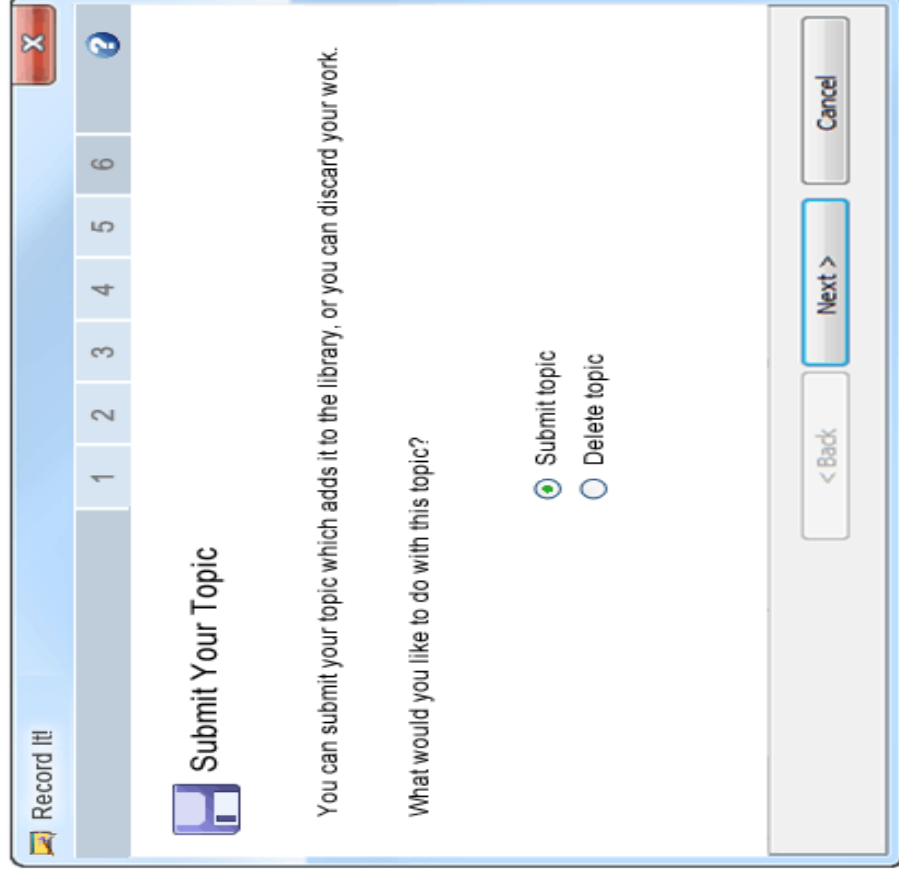
Owner:

State:

< Back Next > Cancel

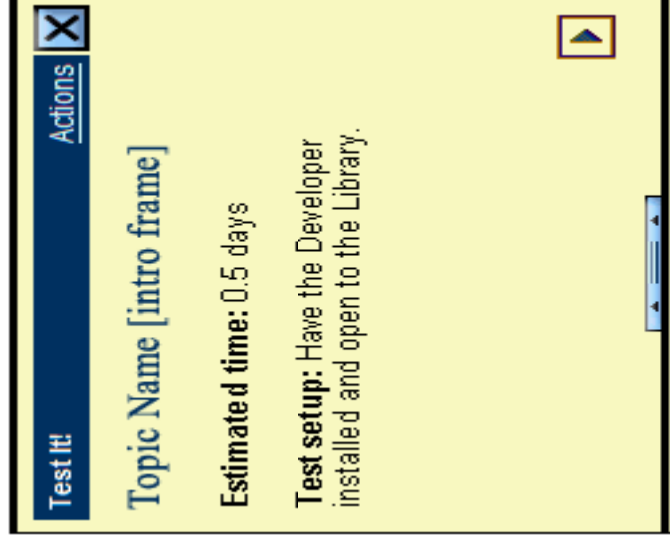
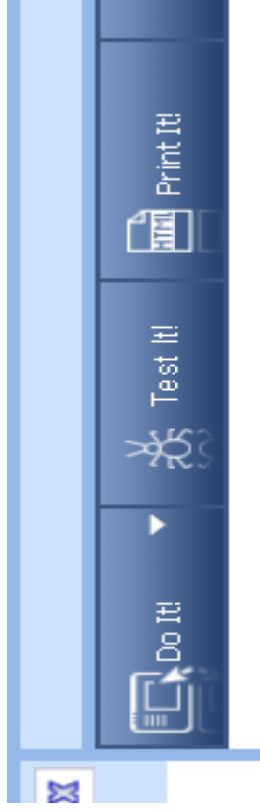
UPK and UPK Professional 11.1

Recording Wizard



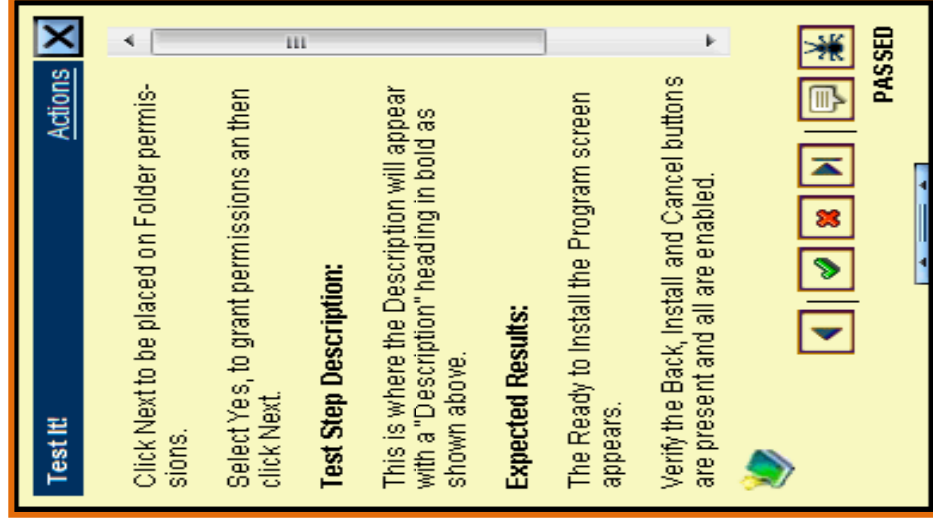
UPK and UPK Professional 11.1

“Test It”



UPK and UPK Professional 11.1

“Test It”




Test It! Actions

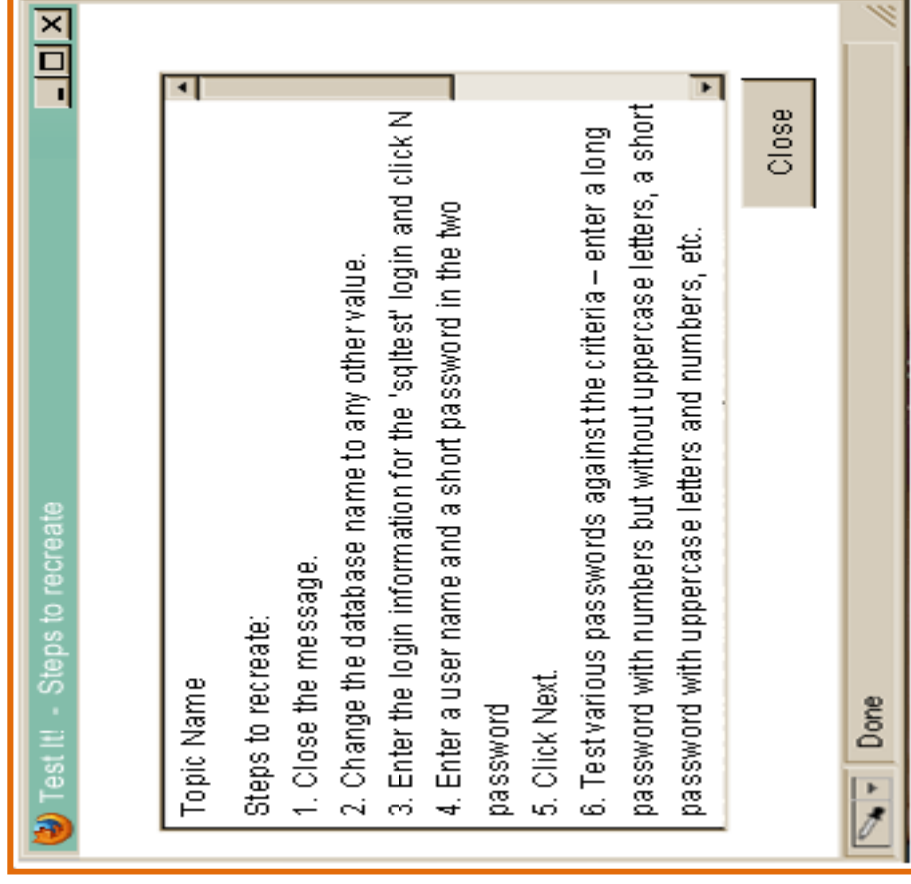
Click Next to be placed on Folder permissions.

Select Yes, to grant permissions an then click Next.

Test Step Description:
This is where the Description will appear with a "Description" heading in bold as shown above.

Expected Results:
The Ready to Install the Program screen appears.
Verify the Back, Install and Cancel buttons are present and all are enabled.

 **PASSED**


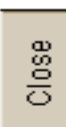


Test It! - Steps to recreate

Topic Name

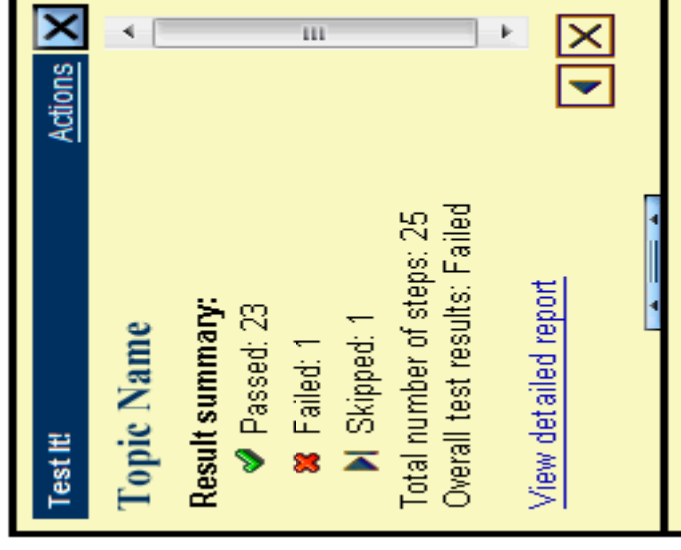
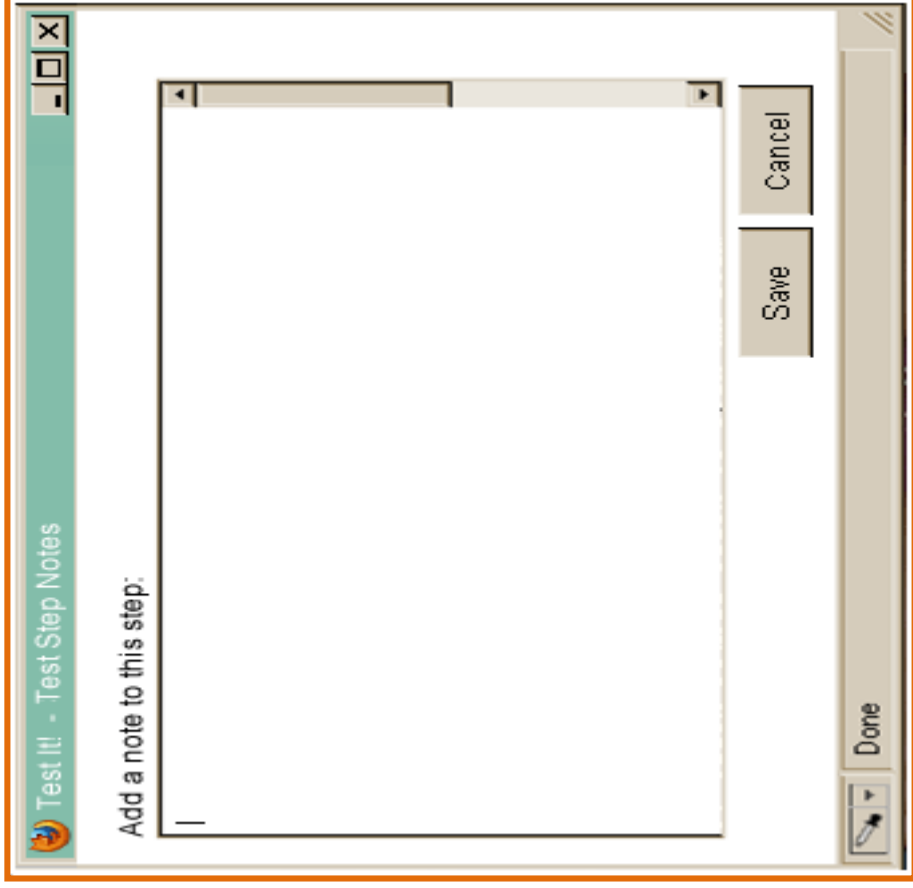
Steps to recreate:

1. Close the message.
2. Change the database name to any other value.
3. Enter the login information for the 'sqltest' login and click N
4. Enter a user name and a short password in the two password
5. Click Next
6. Test various passwords against the criteria – enter a long password with numbers but without uppercase letters, a short password with uppercase letters and numbers, etc.

UPK and UPK Professional 11.1

“Test It”



UPK and UPK Professional 11.1

“Test It”



Test Document

Purpose of Test

To verify that the server/client installer is functioning correctly.

Test History

| Date | Tester | Test Notes | Results |
|----------|------------|--------------------|---------|
| 9/5/2011 | John Smith | Original Test Case | Passed |

Time to Test

| | |
|----------------|--------|
| Estimated Time | 5 days |
| Actual Time | 2 days |

Test Setup

Have two server vm's (VM One, VM Two) freshly installed or restored from a snapshot

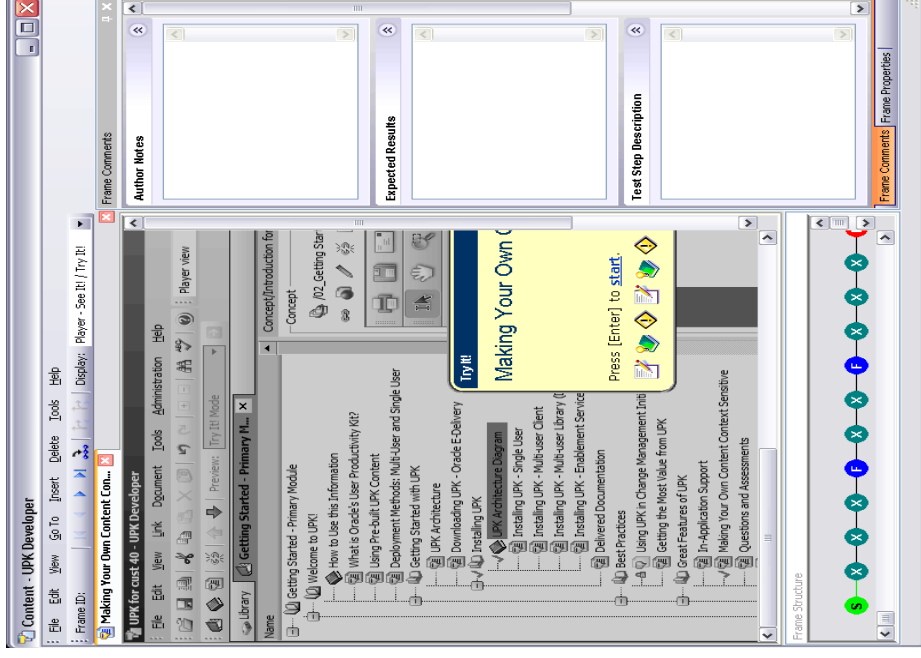
UPK and UPK Professional 11.1

“Test It”

| ORACLE USER PRODUCTIVITY KIT | | Test Document | | |
|---------------------------------|--|---|-----------------|---------|
| Step | Action | Expected Results | Test Step Notes | Results |
| 1 | Create a new application in the default web site. Use another newly created folder to map it. | The application is added. | | Passed |
| 2 | Remove the https binding from the Default Web Site. | The https binding is removed from the web site. | Was not removed | Failed |
| 3 | Open Properties for C:\Windows\Temp, select Security, and remove all users from the list below that are listed | The appropriate users and groups are removed. | | Skipped |

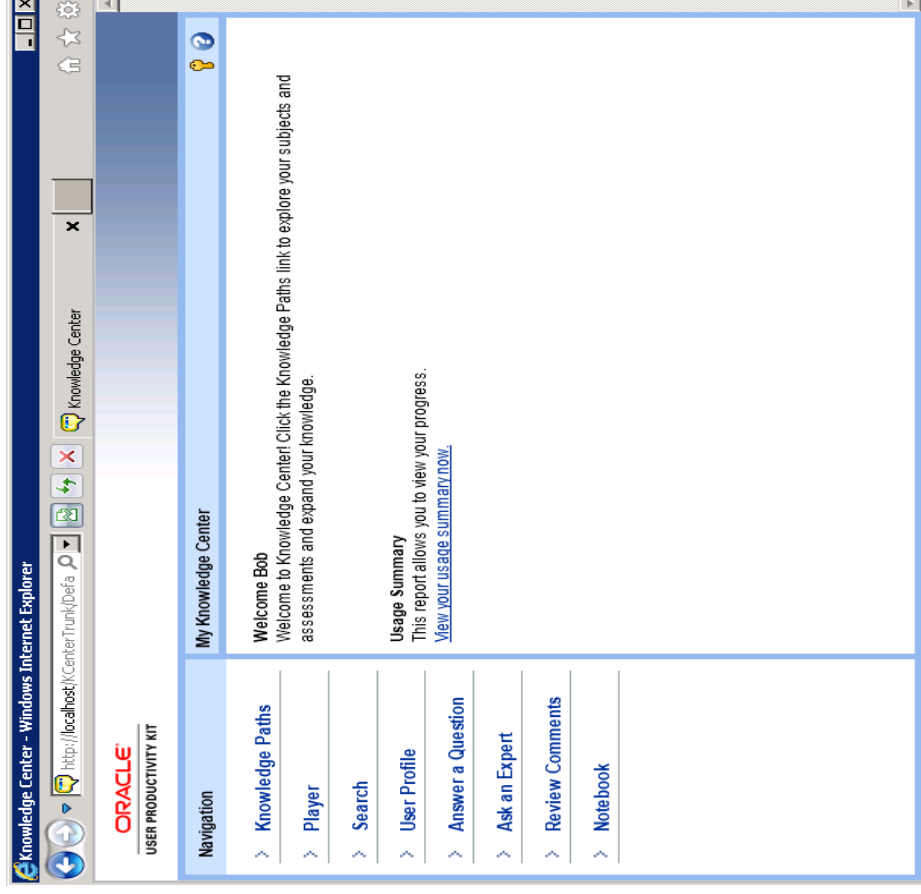
UPK and UPK Professional 11.1

“Test It”



UPK and UPK Professional 11.1

Enhanced UI in Knowledge Center



UPK and UPK Professional 11.1

Ask the Expert and Feedback

| Activity | Subject | Date of last activity | Status |
|-----------------------|--|-----------------------|---------|
| search test | This topic is nicely done | 9/15/2011 | Read |
| search test | Could we put more examples in this topic | 9/15/2011 | Unread |
| search test /Activity | Comment for notepad topic | 9/15/2011 | Updated |

Comments

Subject: Comment for notepad topic
Location of subject activity: search test/notepad topic
Last Modified Date: Friday, September 09, 2011 11:01:43 AM

C: John Doe (9/9/2011 11:01:43 AM): This is a nice topic.
C: Bob Steale (9/15/2011 4:02:30 PM): Need more Detail

C:

Try It! **Actions**

- [Next Step](#)
- [Previous Step](#)
- [Restart Playback](#)
- [Show next alternative action](#)
- [Display Concept](#)
- [Ask an Expert](#)
- [Provide Feedback](#)
- [Preferences](#)
- [Help](#)
- [Log Out](#)
- [Close Topic](#)

Social Media & Networking

- Linked In: www.linkedin.com
 - Oracle UPK Community
 - Oracle UPK and Oracle Tutor Professionals
 - Many others
- UPK Blog: <http://blogs.oracle.com/UPK>
- Facebook: <http://www.facebook.com/pages/Oracle-UPK-Oracle-Tutor/304844581815>
- Twitter: <http://www.twitter.com/OracleUPK>
- OAUG – Special Interest Group
- Quest – Special Interest Group

Q&A

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