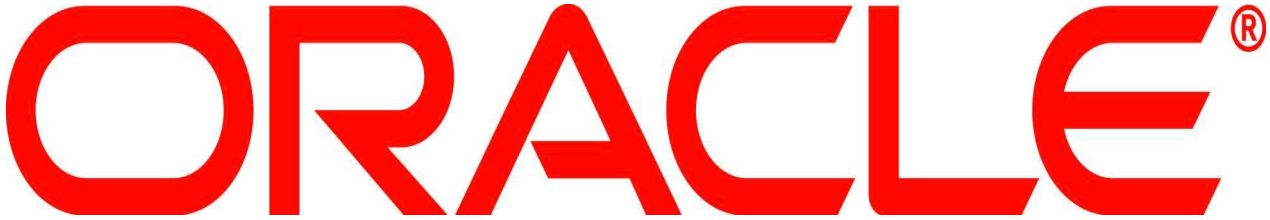
ORACLE®

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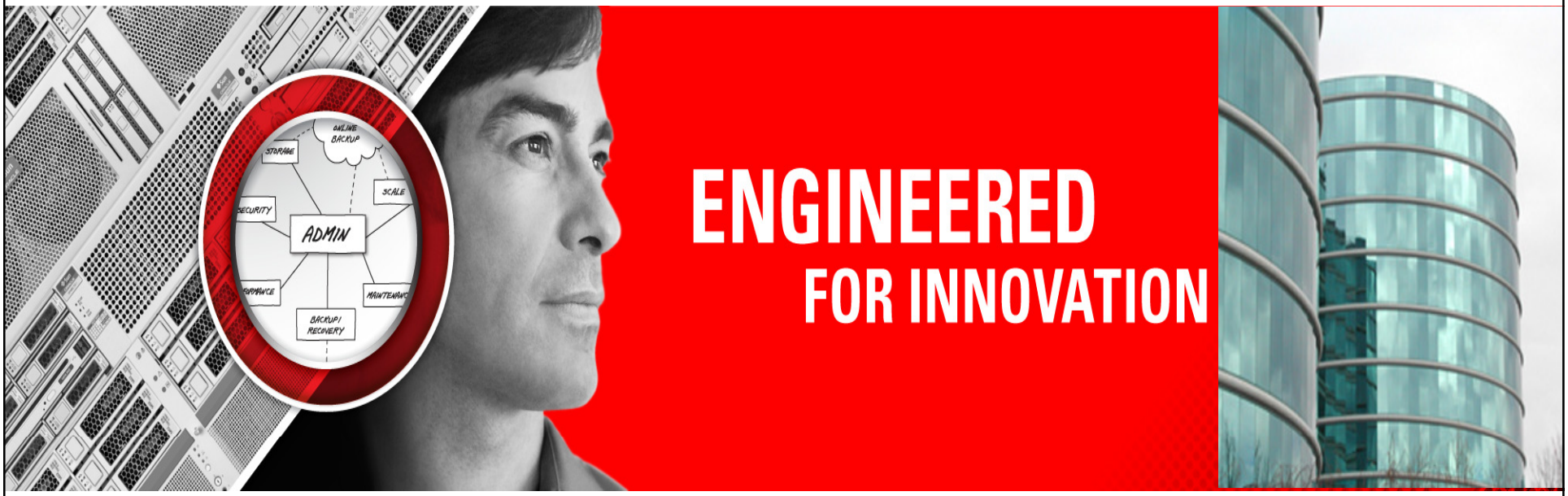
USER PRODUCTIVITY KIT



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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.

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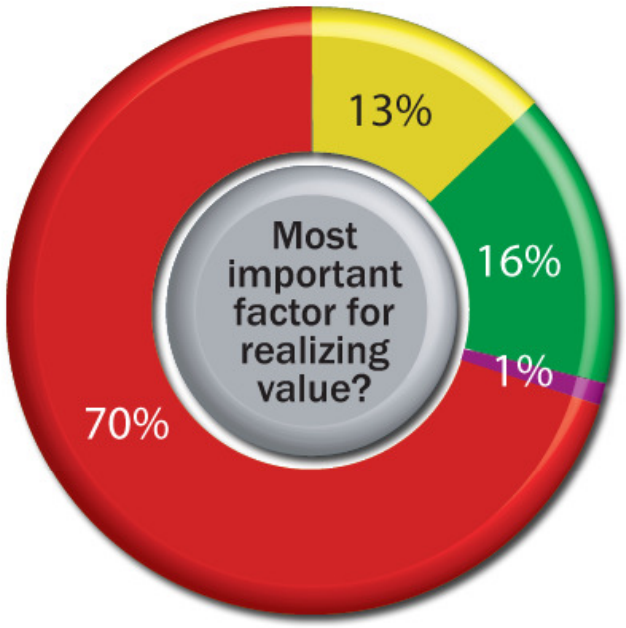
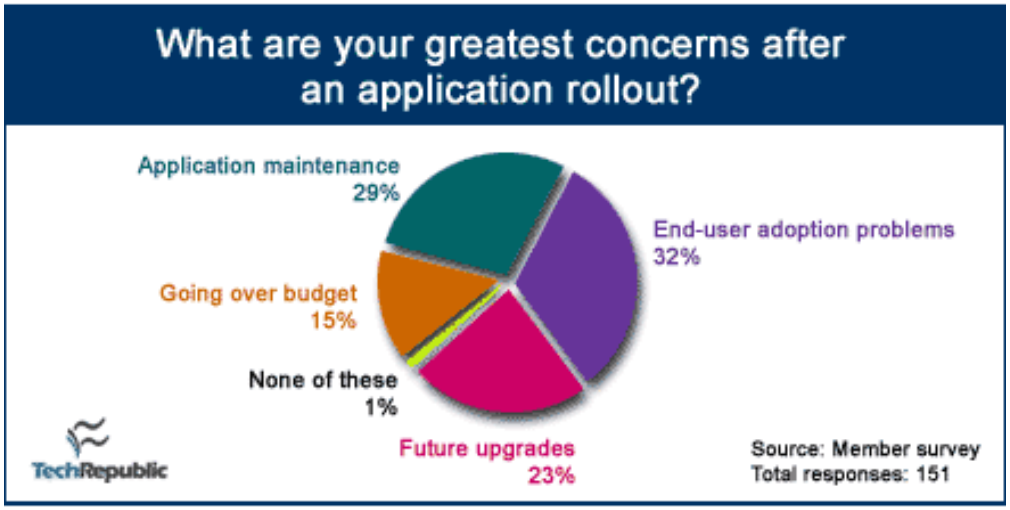
User Adoption



Source: Neochange



IDC Analyst Connection

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

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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

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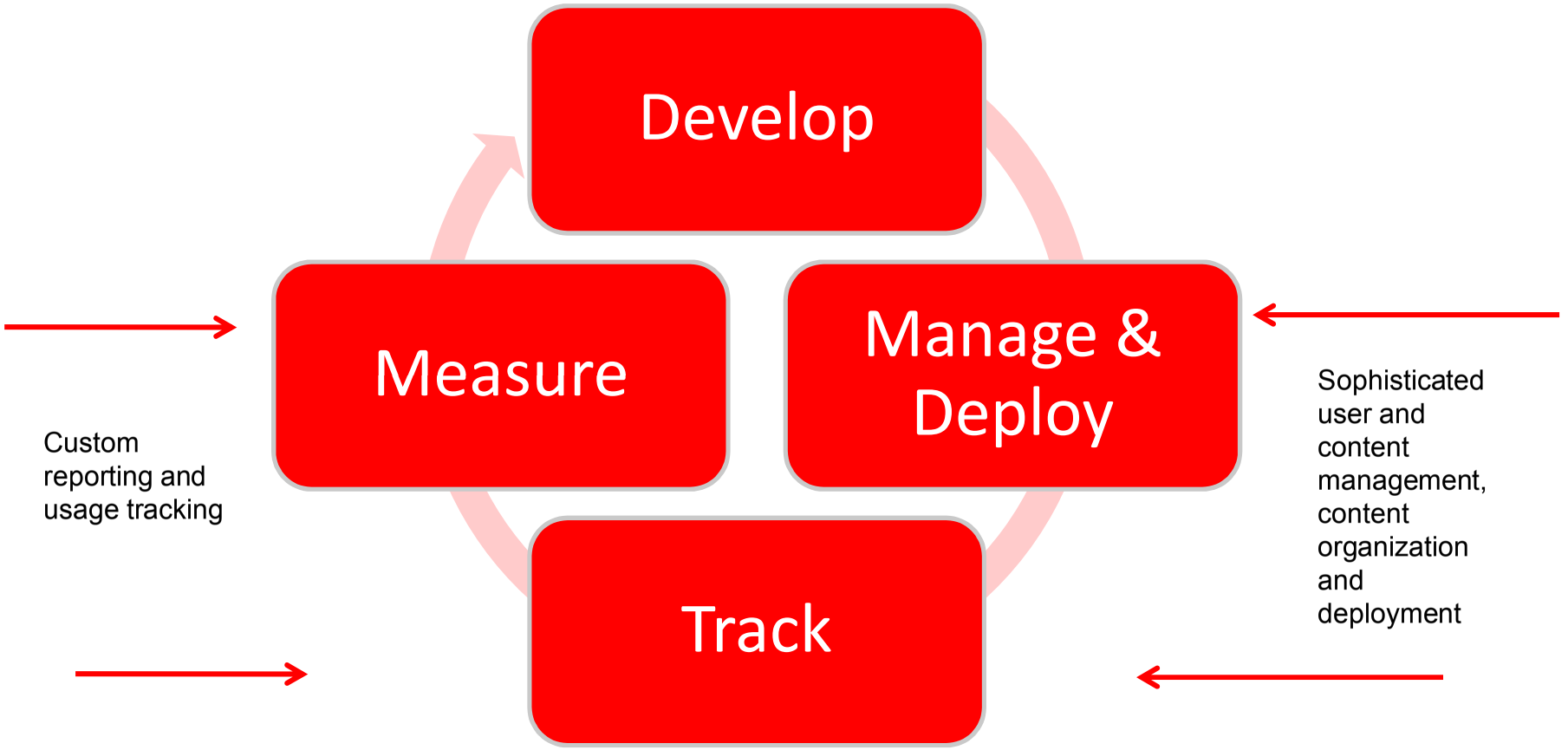
User Productivity Kit Professional v11.0

Develop, Manage, Deploy, Track, Measure



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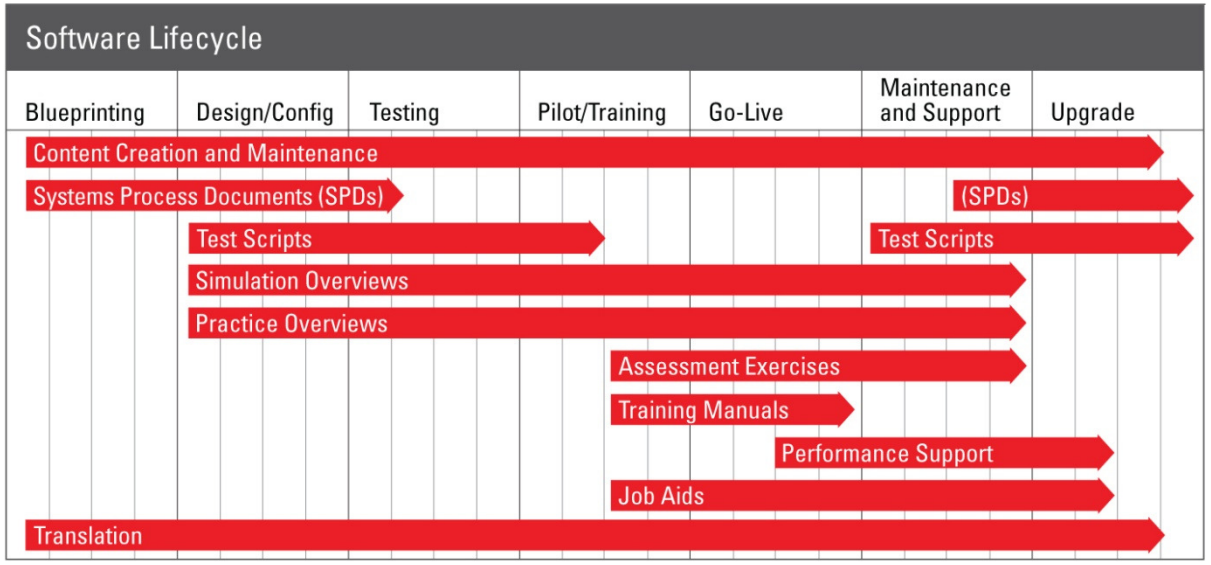
Oracle UPK

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



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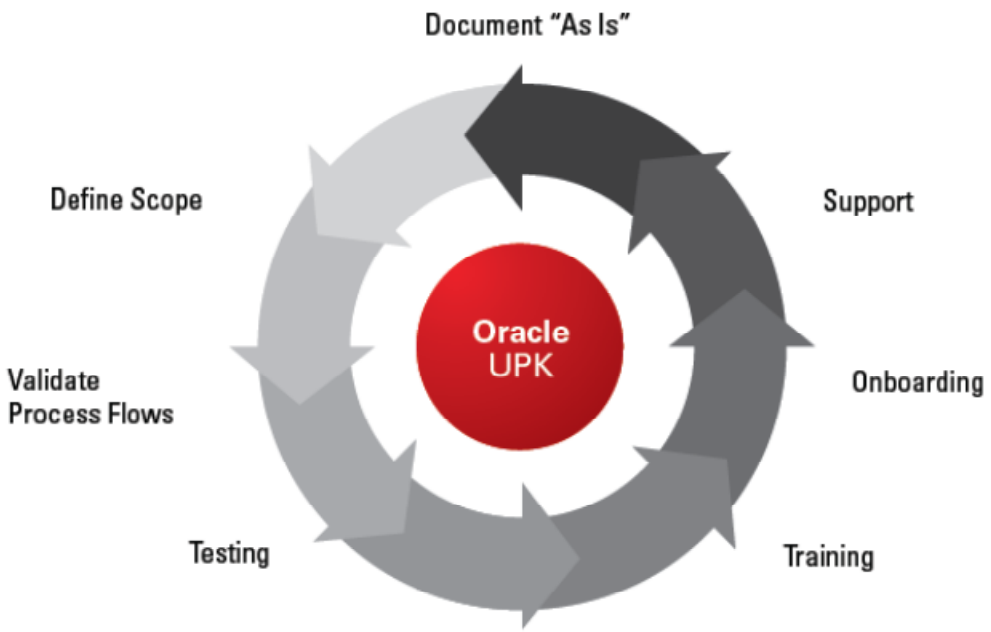
Oracle UPK - Software Lifecycle Value

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

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Oracle UPK – Application Agnostic

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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

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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

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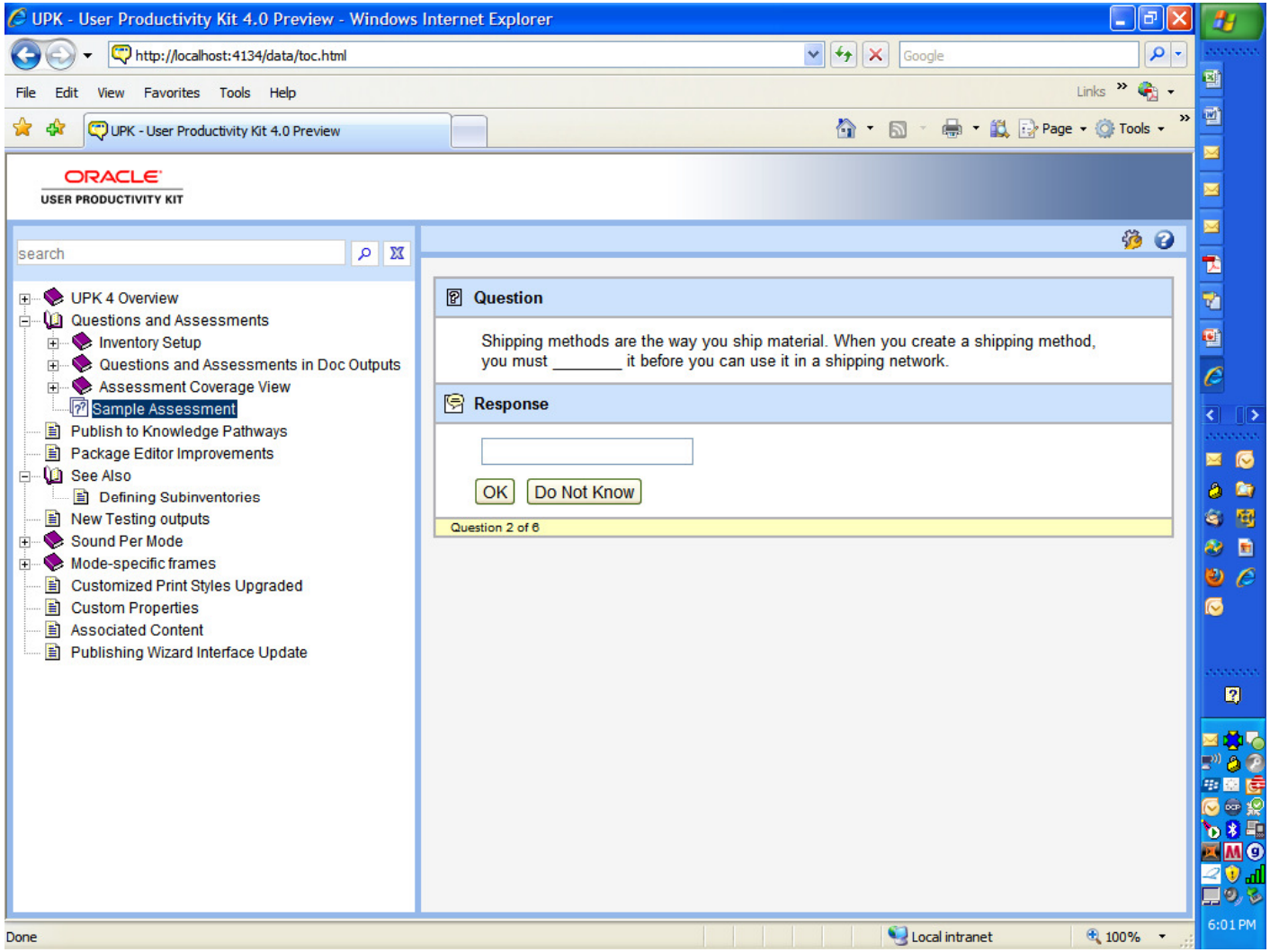
Conceptual Based Assessment Capability



Question Formats:

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

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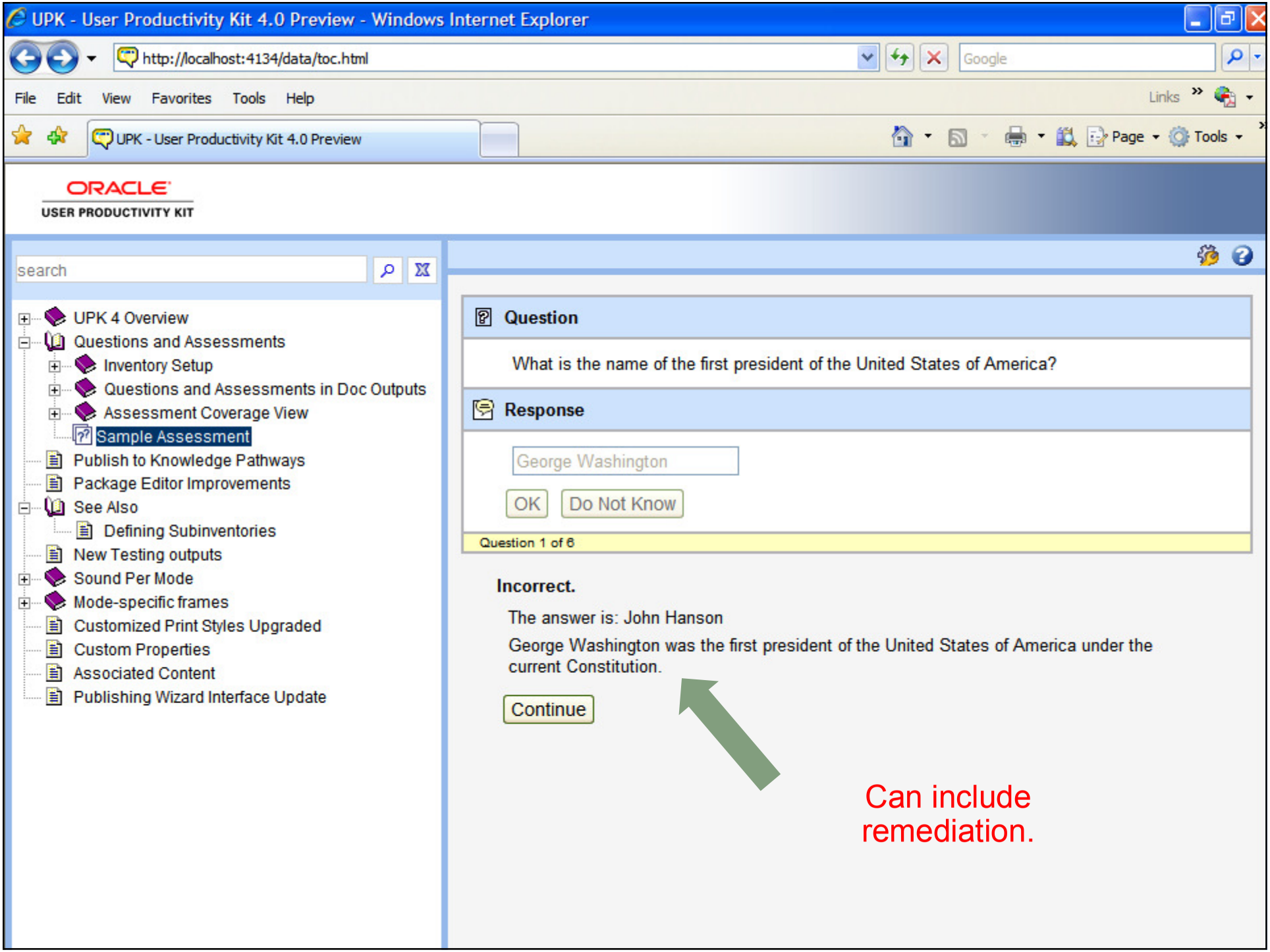
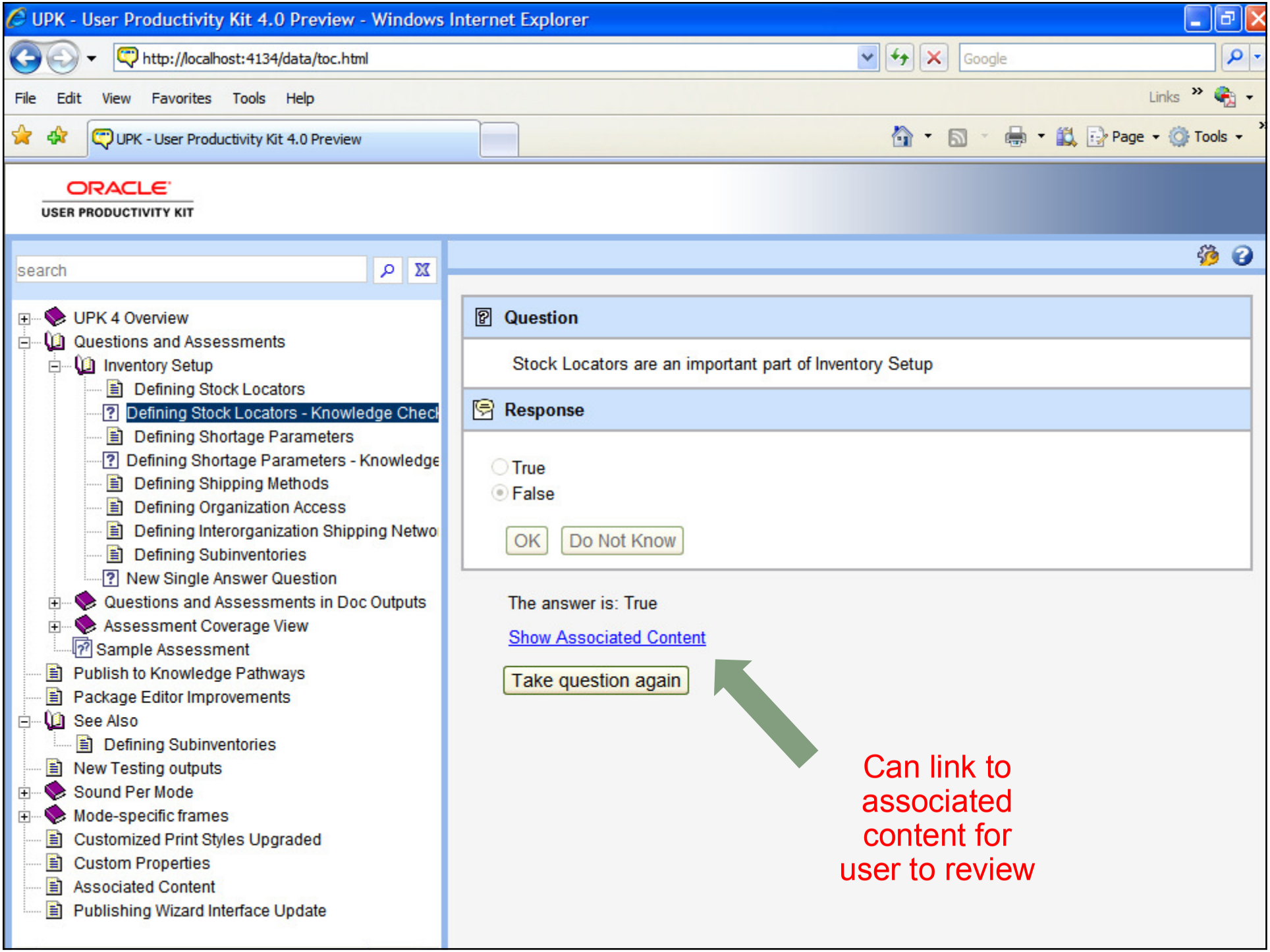

UPK - User Productivity Kit 4.0 Preview - Windows Internet Explorer
http://localhost:4134/data/toc.html
File Edit View Favorites Tools Help
UPK - User Productivity Kit 4.0 Preview
ORACLE
USER PRODUCTIVITY KIT
search
UPK 4 Overview
Questions and Assessments
Inventory Setup
Questions and Assessments in 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 6
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.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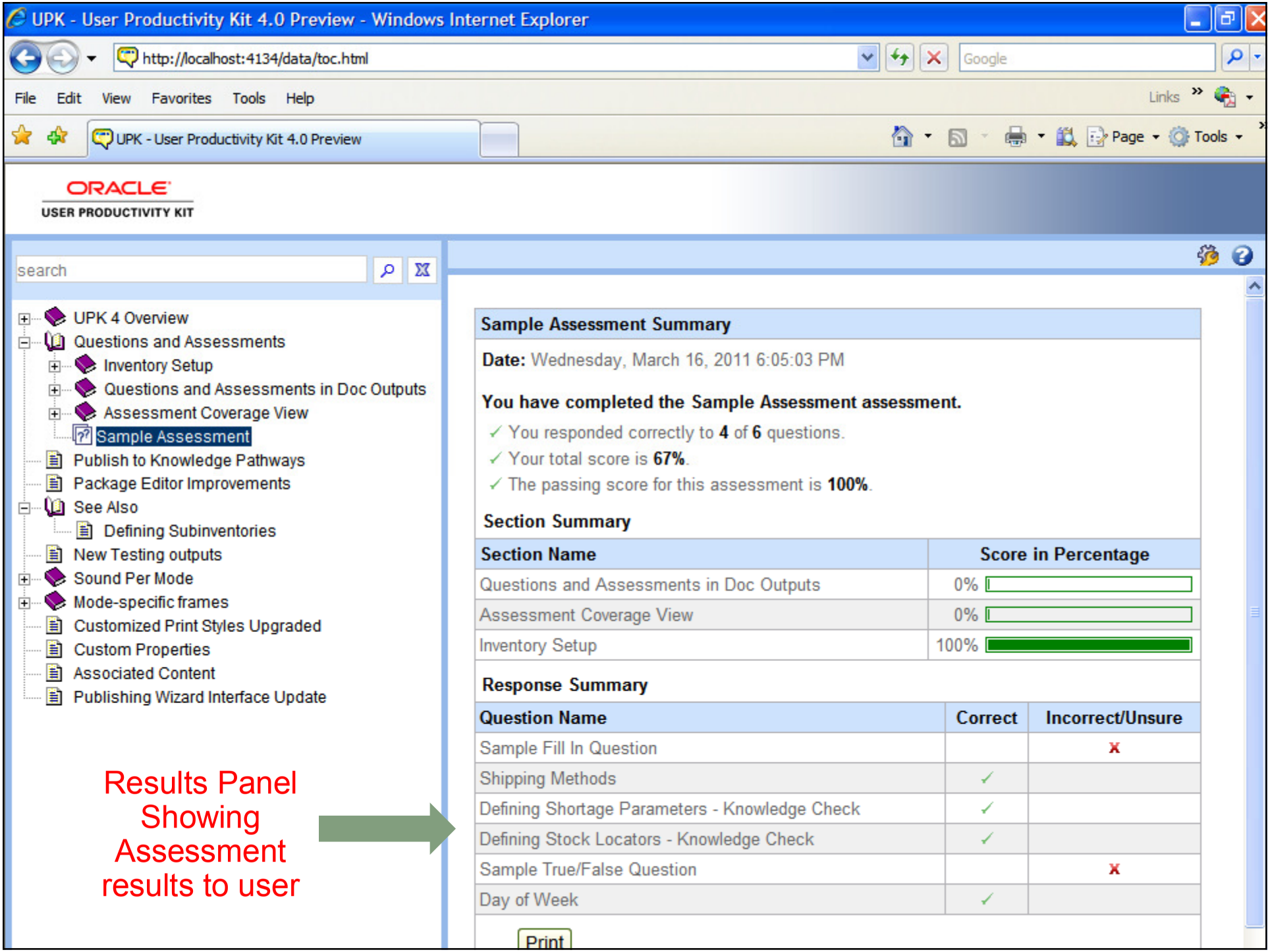
UPK - User Productivity Kit 4.0 Preview
ORACLE
USER PRODUCTIVITY KIT
search
UPK 4 Overview
Questions and Assessments
Inventory Setup
Defining Stock Locators
Defining Stock Locators - Knowledge Check
Defining Shortage Parameters
Defining Shortage Parameters - Knowledge
Defining Shipping Methods
Defining 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
New Testing outputs
Sound Per Mode
Mode-specific frames
Customized Print Styles Upgraded
Custom Properties
Associated Content
Publishing Wizard Interface Update
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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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
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
Shipping Methods
Defining Shortage Parameters - Knowledge Check
Defining Stock Locators - Knowledge Check
Sample True/False Question
Day of Week
Print
Results Panel Showing Assessment results to user

What is UPK Professional ?

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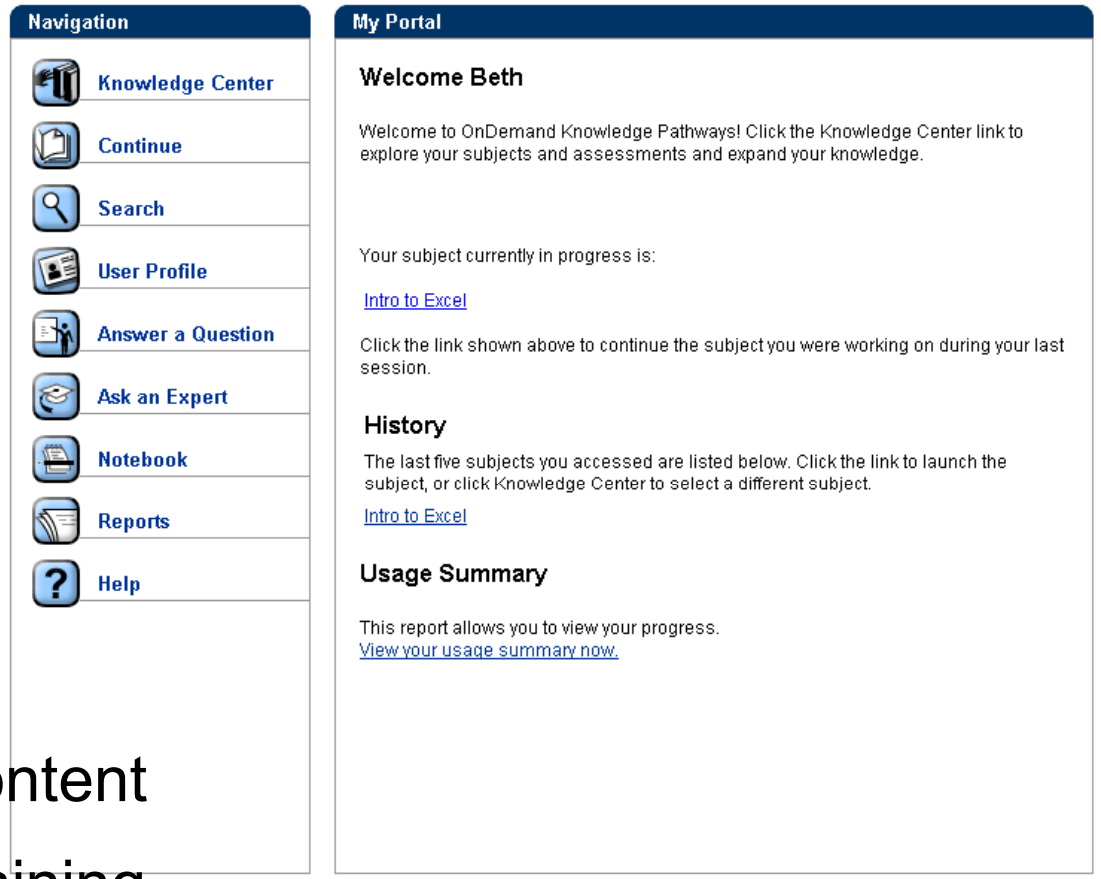
The Knowledge Portal for Projects

Oracle User Productivity Kit

+

Knowledge Central



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

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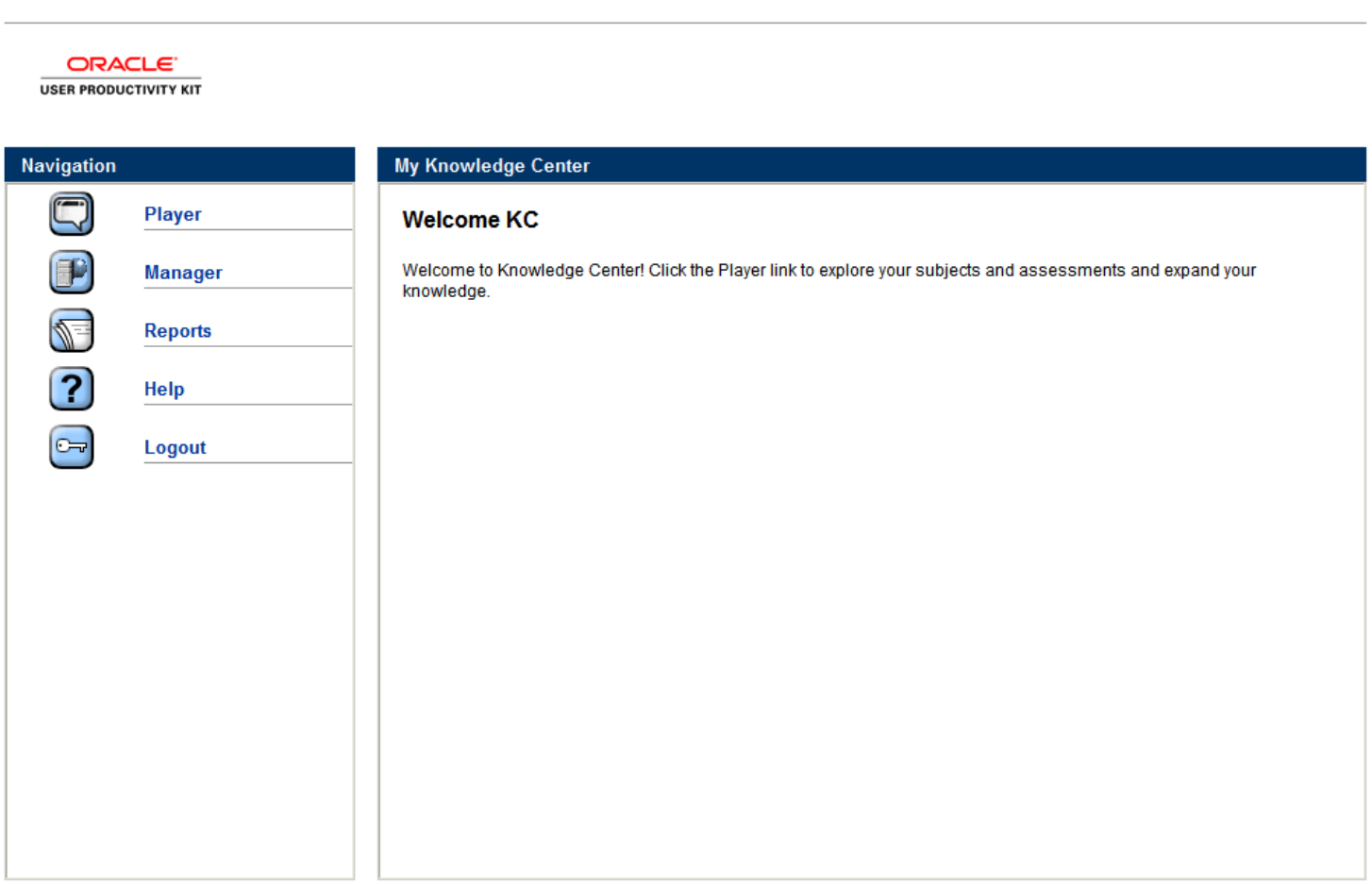
New! UPK Standard: Knowledge Center Deployment



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

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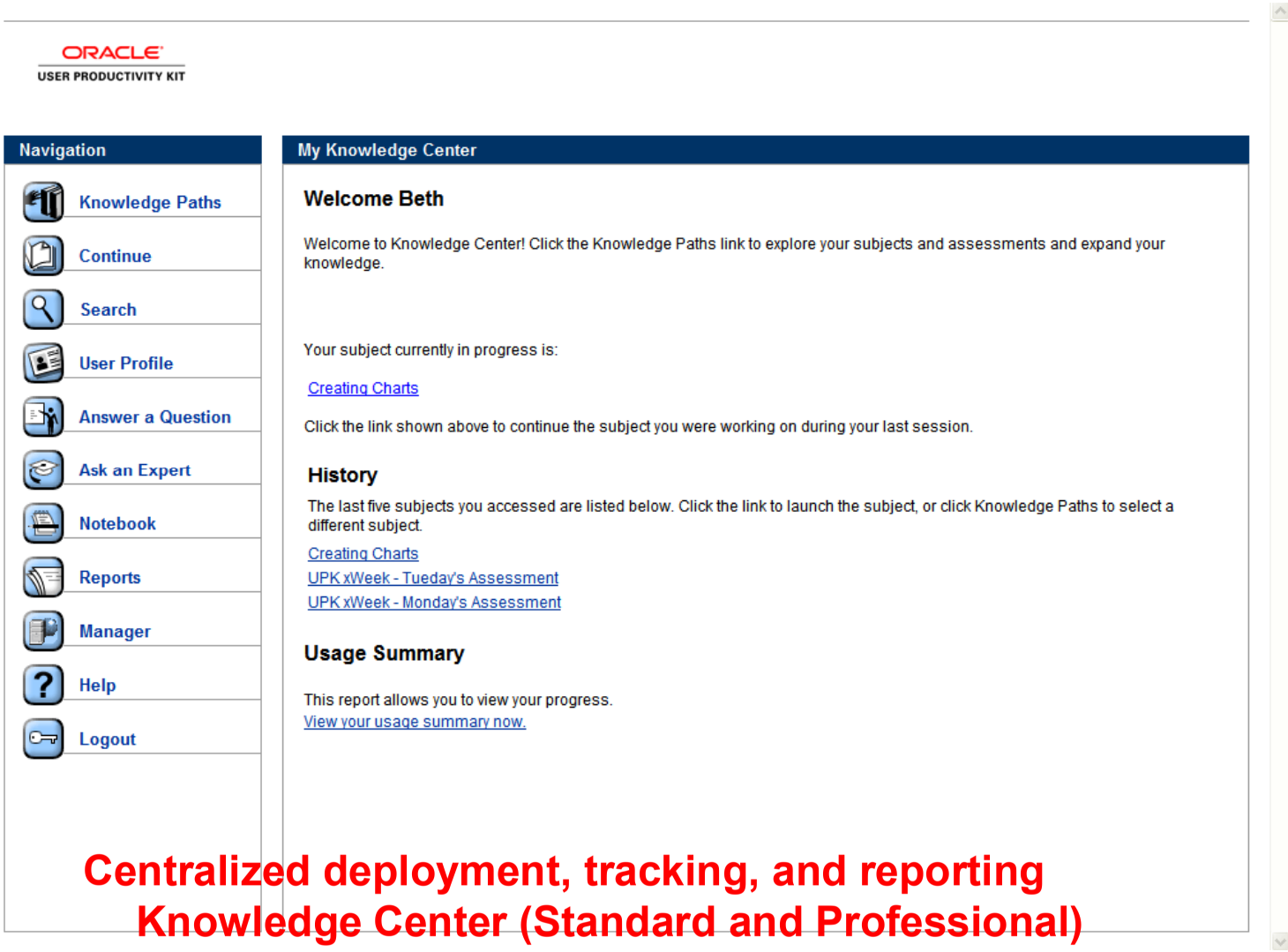
UPK Professional: Knowledge Center



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

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Knowledge Center Centralised Reports

Report List

New External Report | New Custom Report | Import Report

Custom Reports	View	Design	Delete
Sample - Content Usage Report			
Sample - Content Viewed			
Sample - Executive Summary			
Sample - Know It Results			
Sample - User Report			
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

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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

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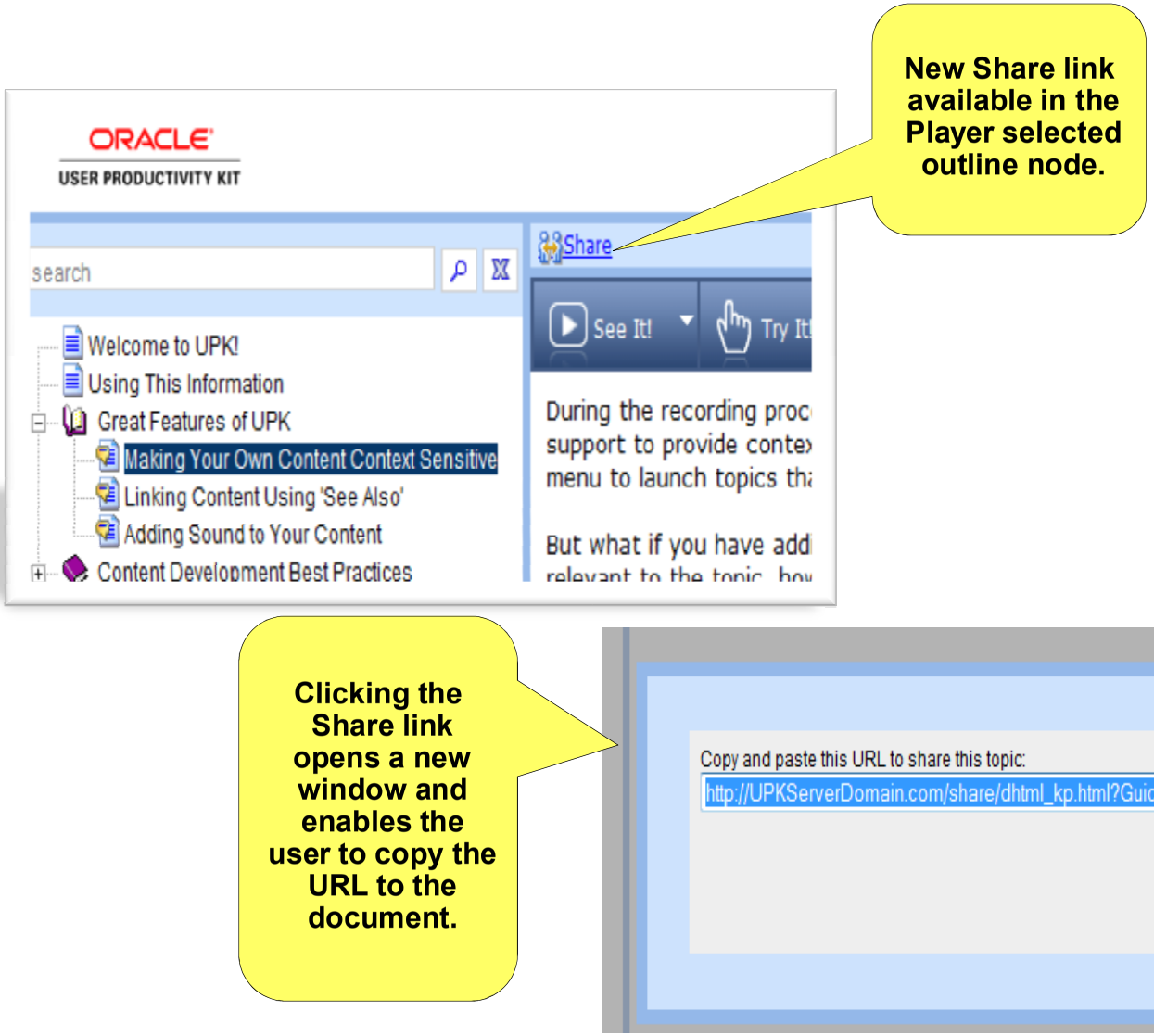
Enabling Sharing of Content from the Player



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What's Coming

ESPs (Enablement Service Packs)

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

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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

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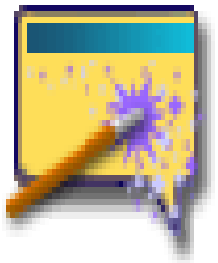
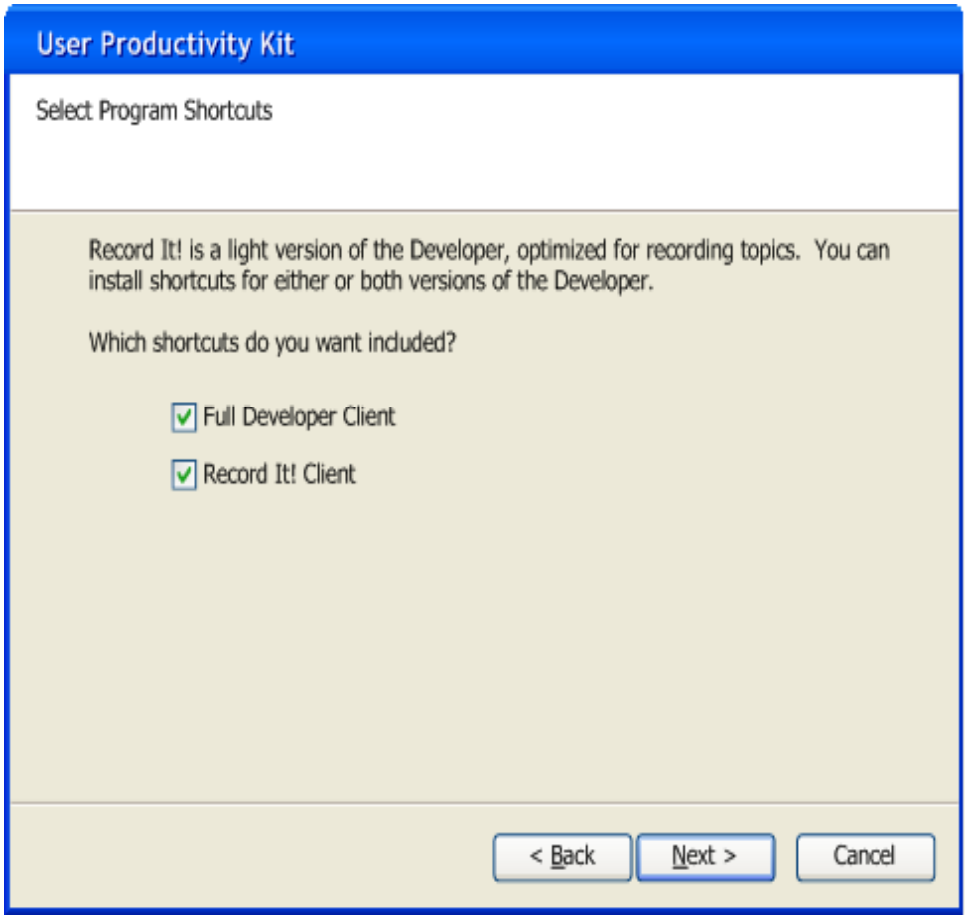
Recording Wizard





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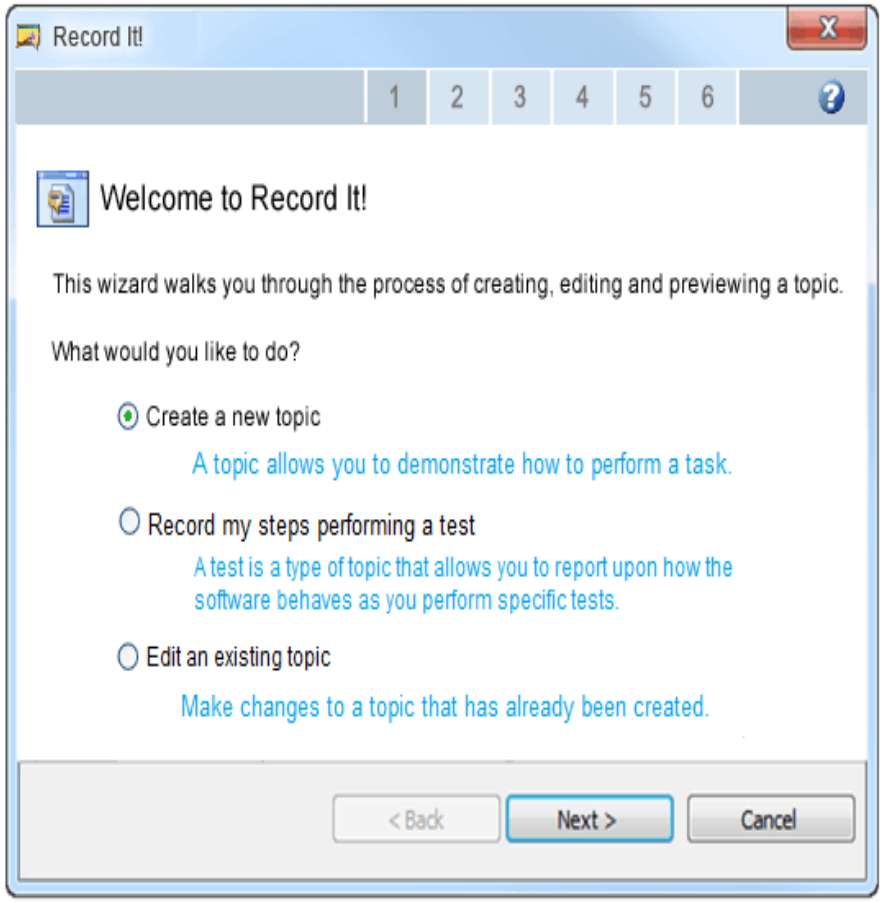
Recording Wizard



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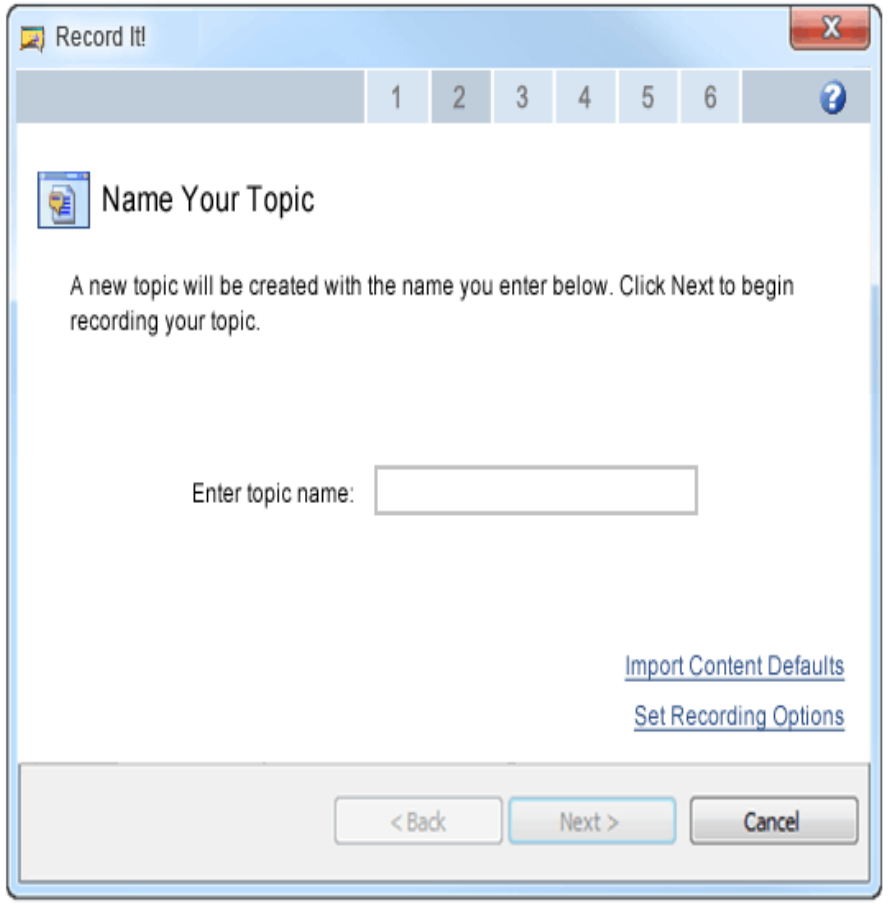

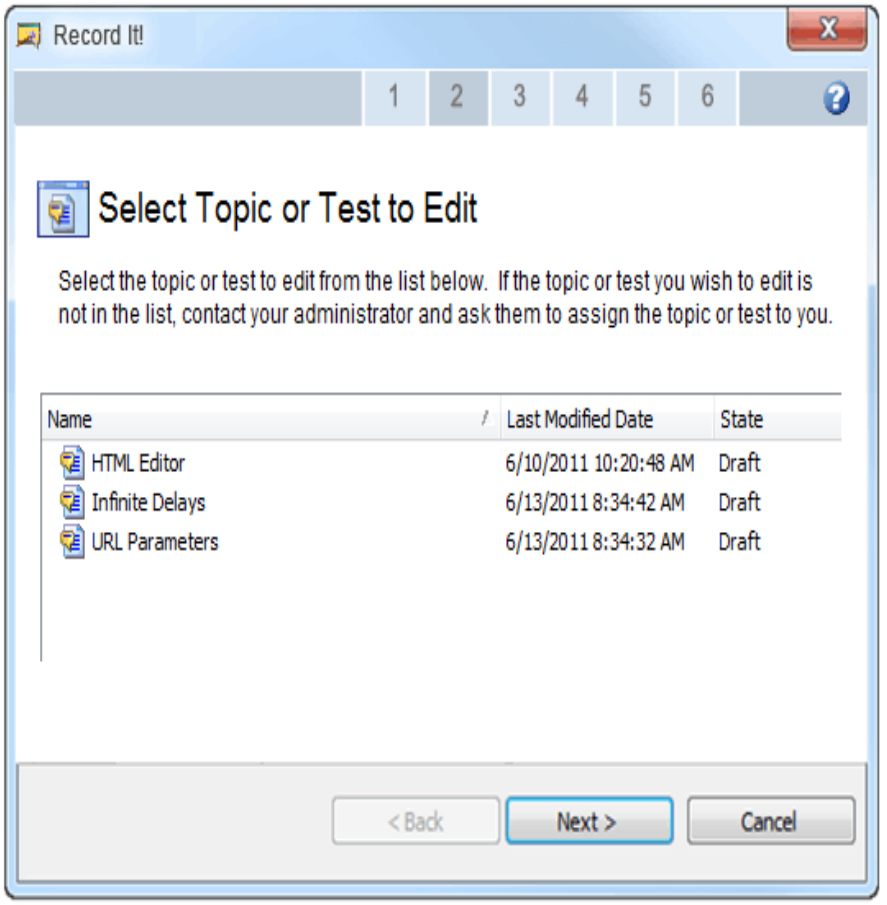

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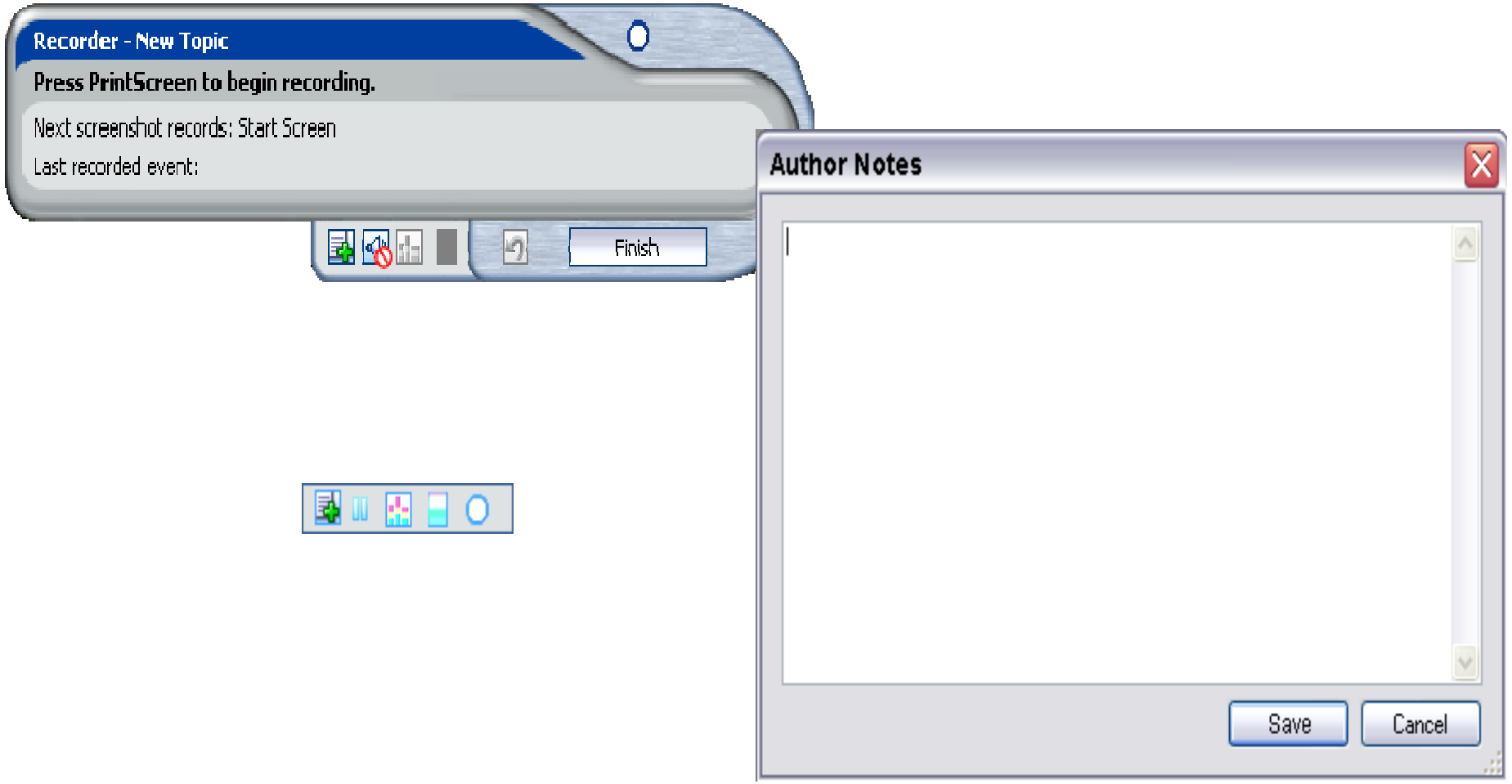

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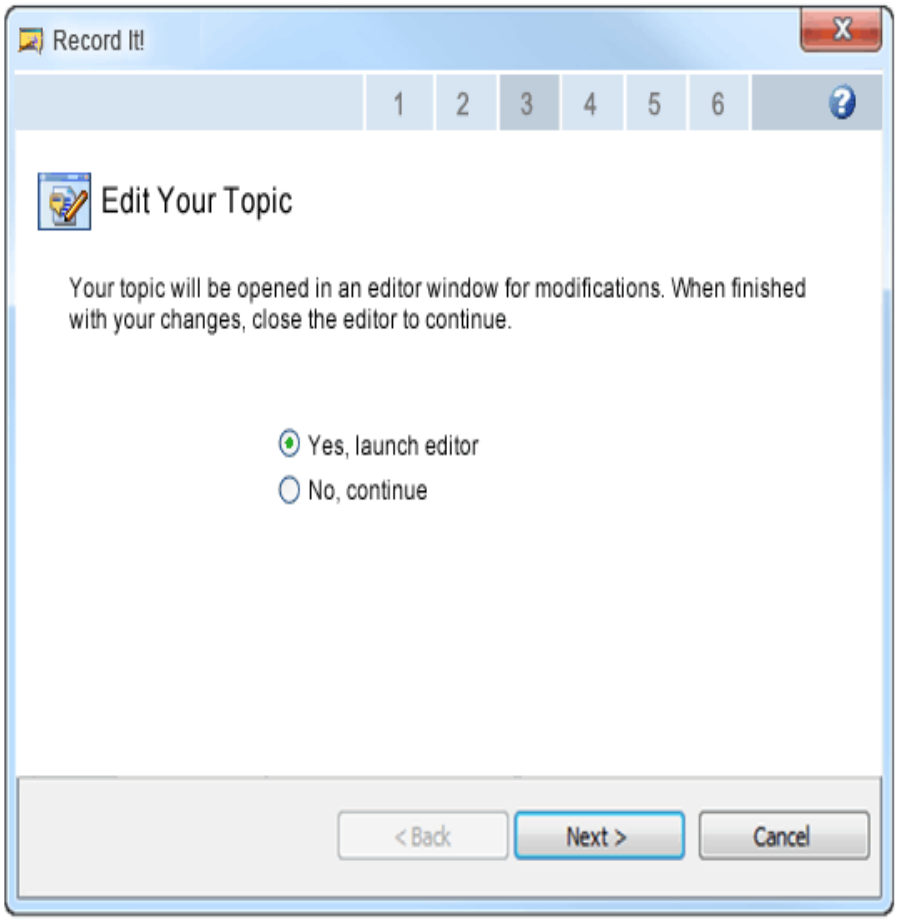

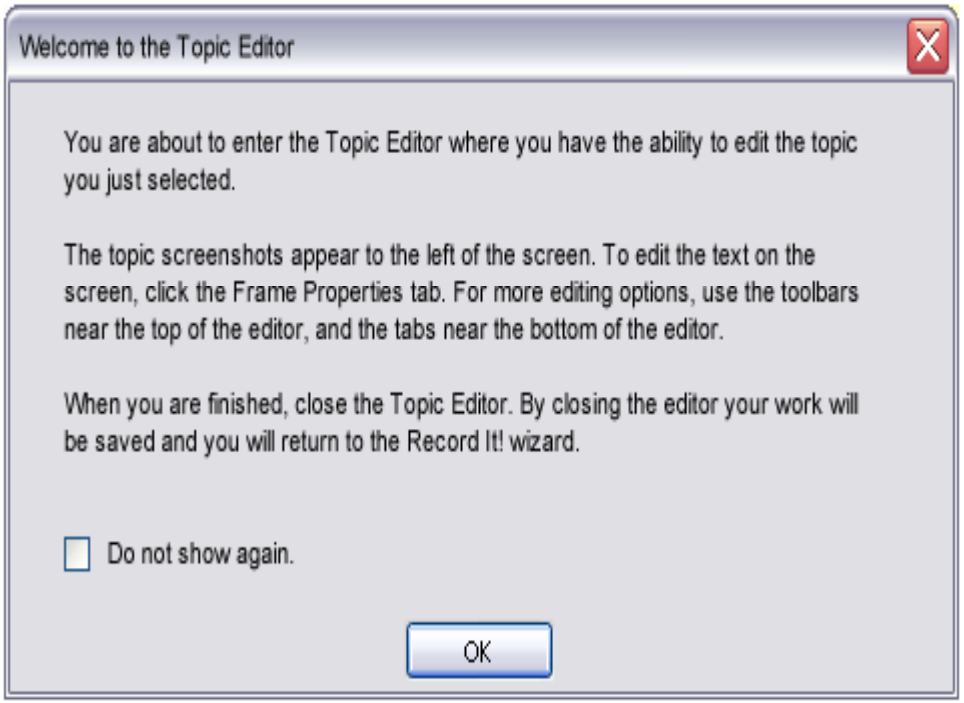

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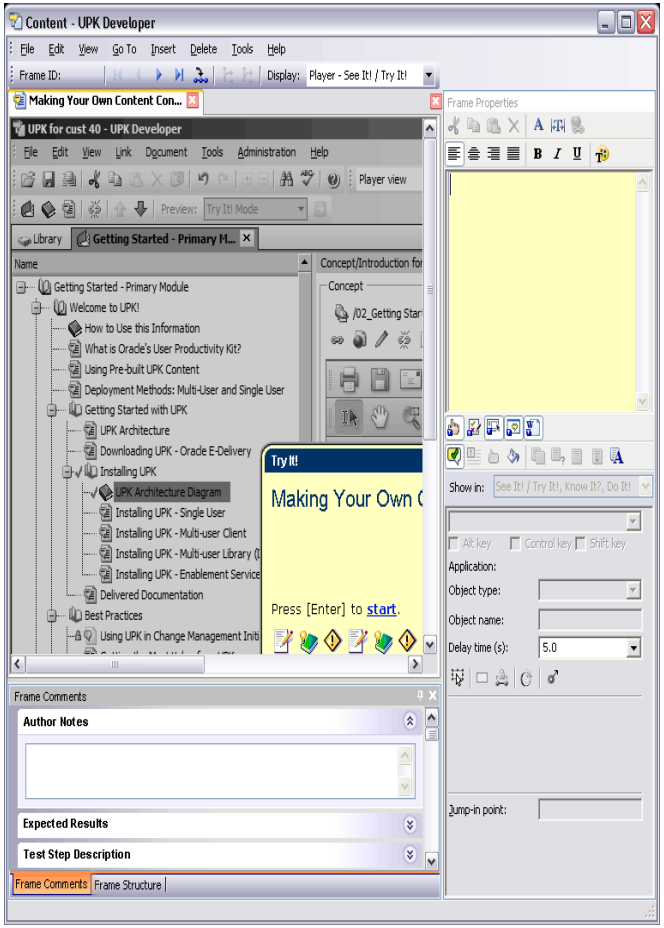

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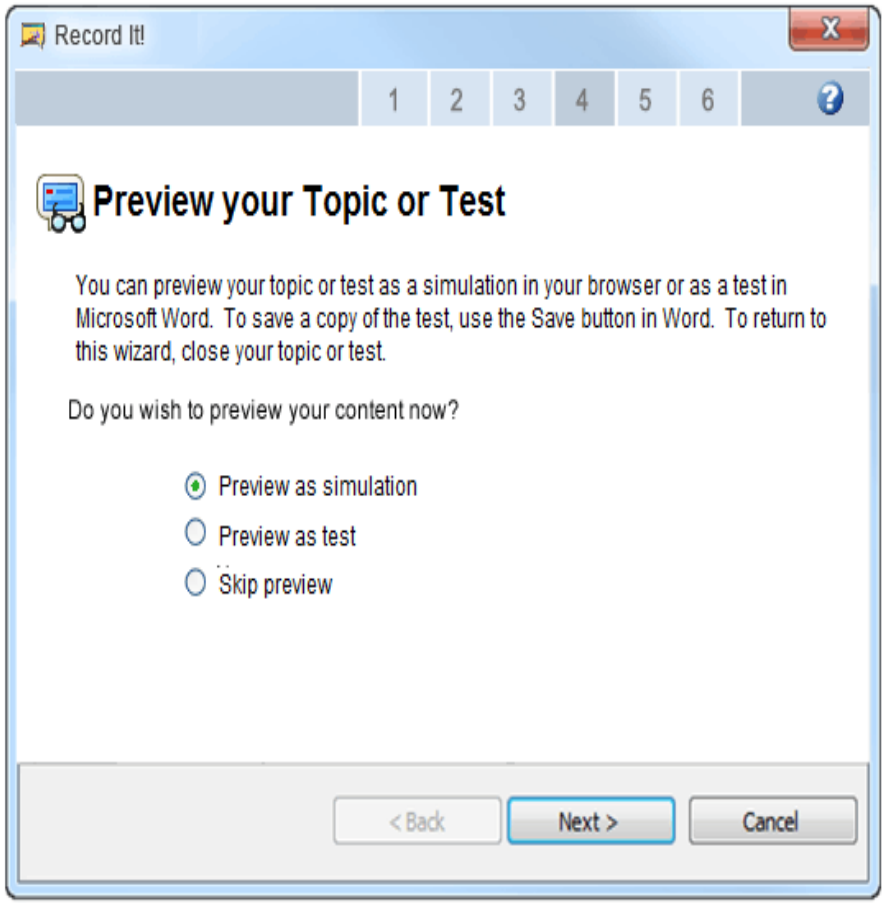

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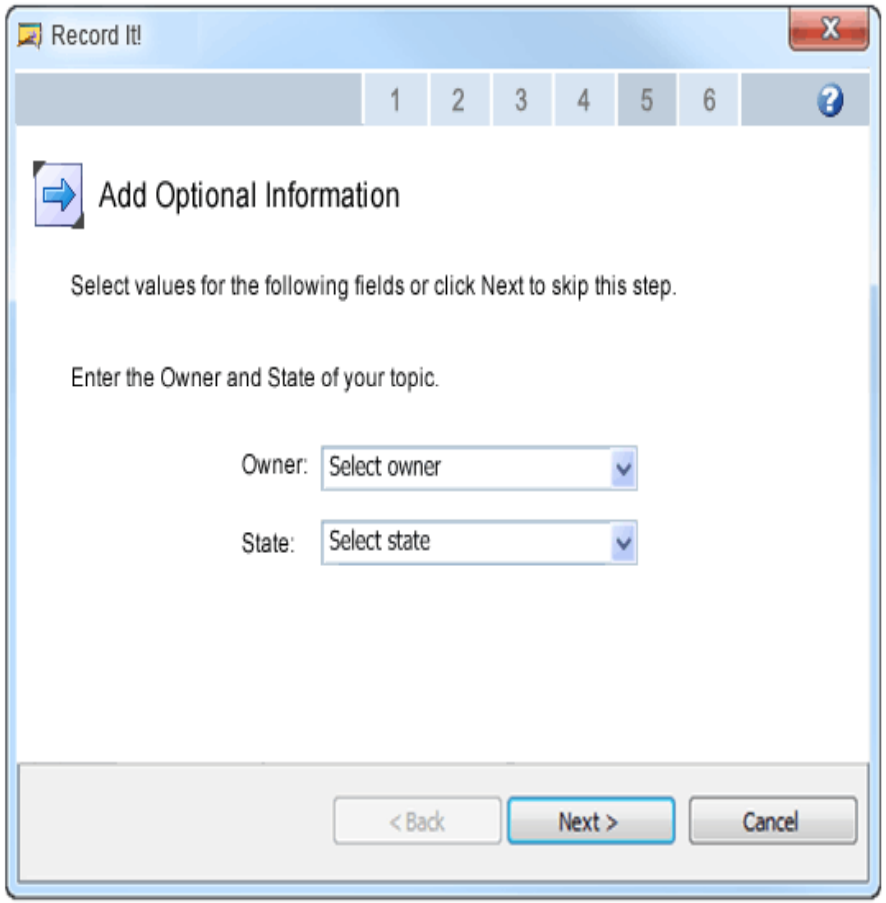

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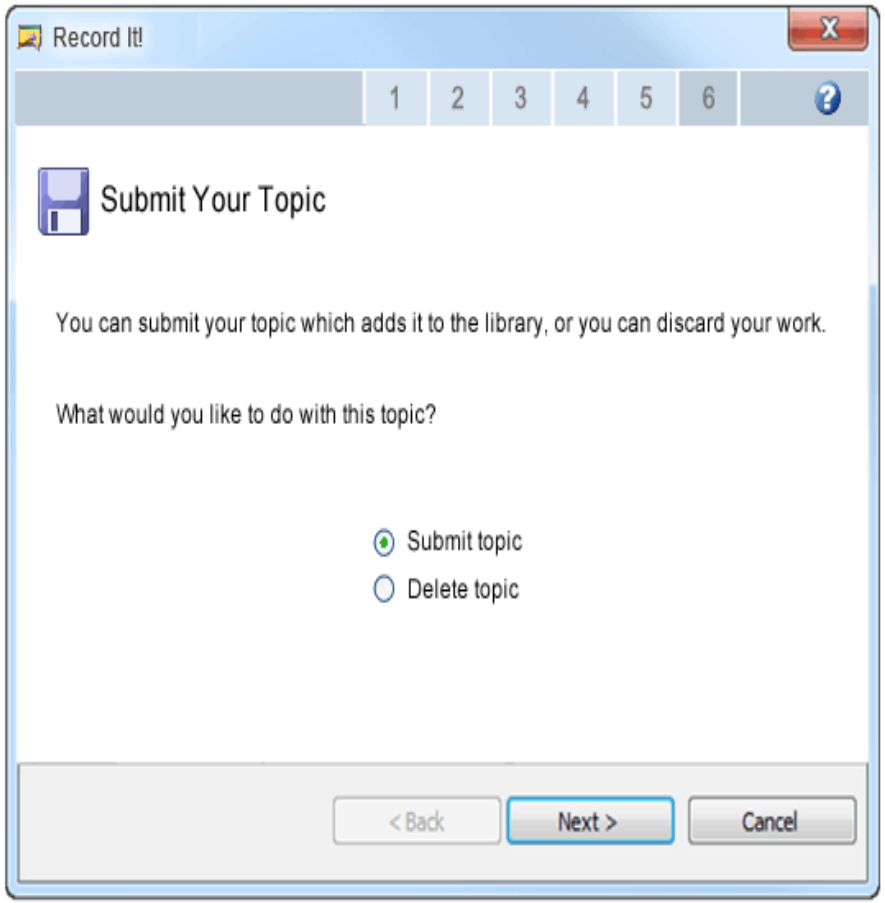

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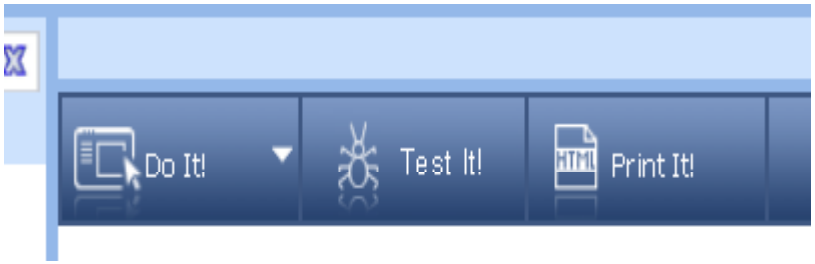
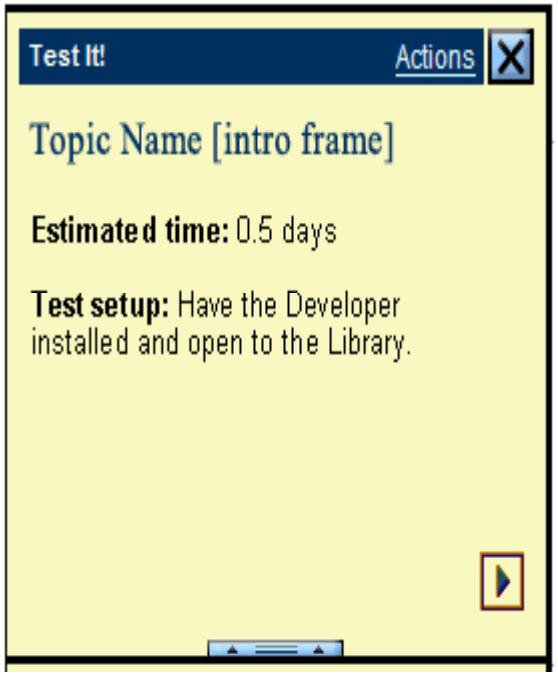
"Test It"





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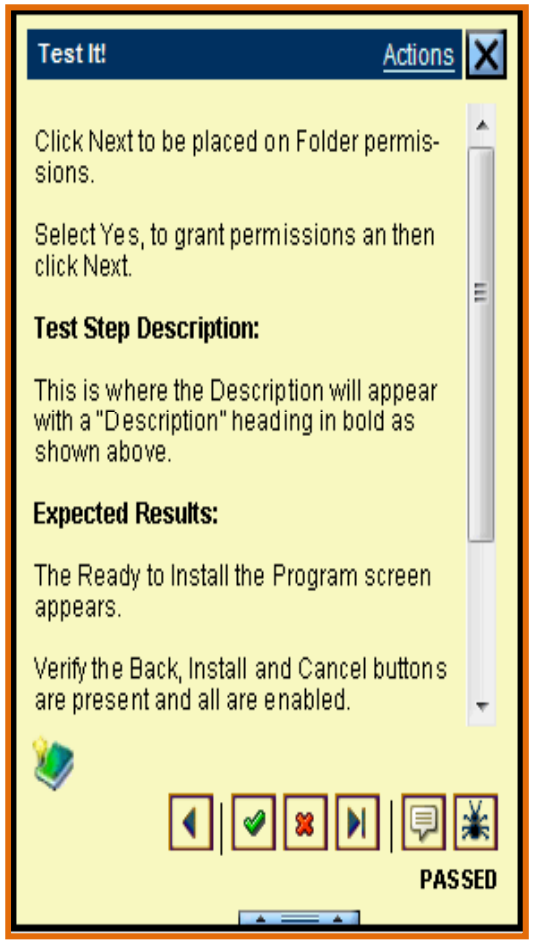

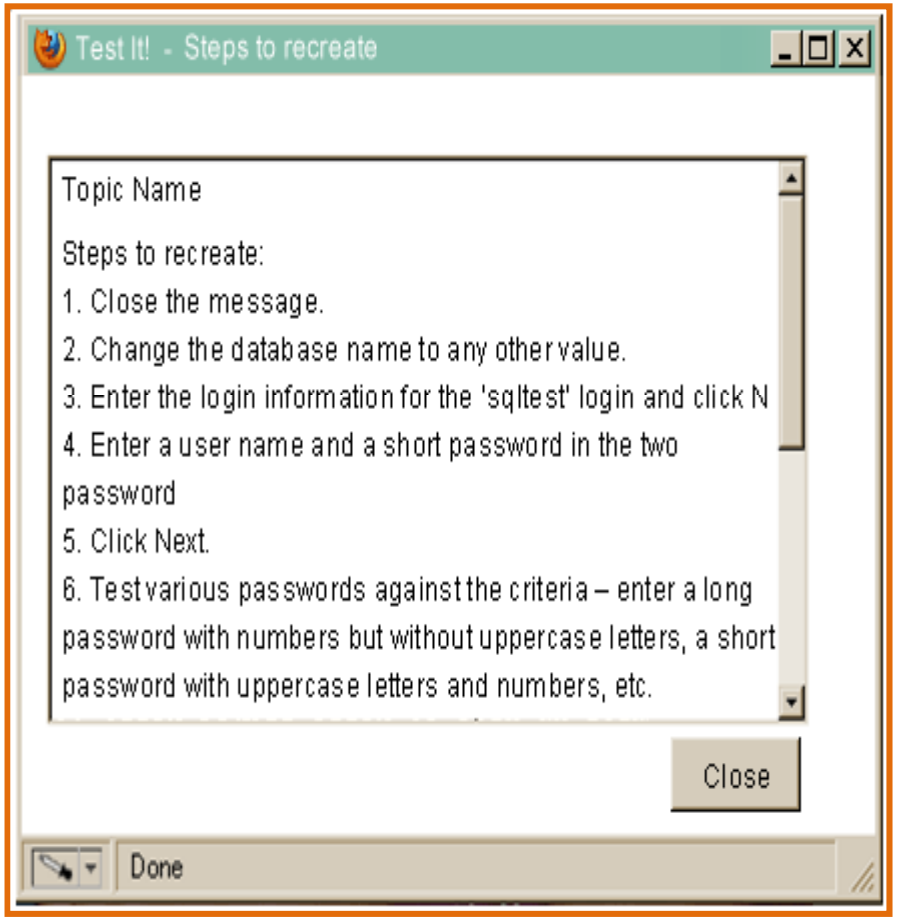

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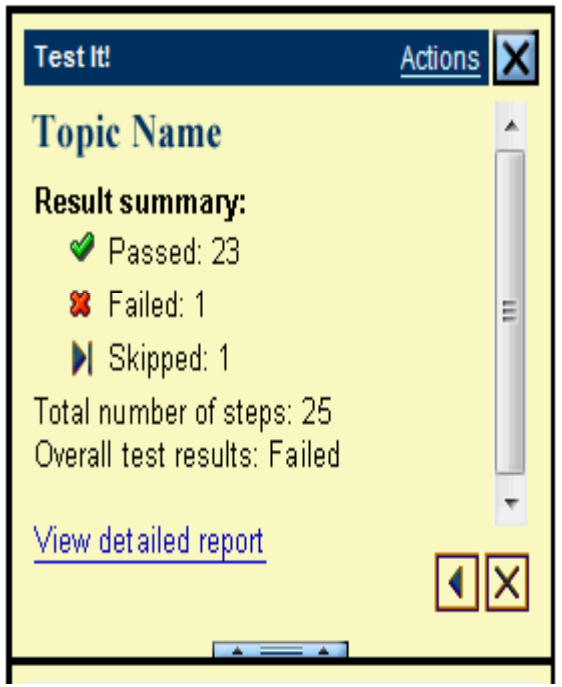
"Test It"



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"Test It"

ORACLE
USER PRODUCTIVITY KIT

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

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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

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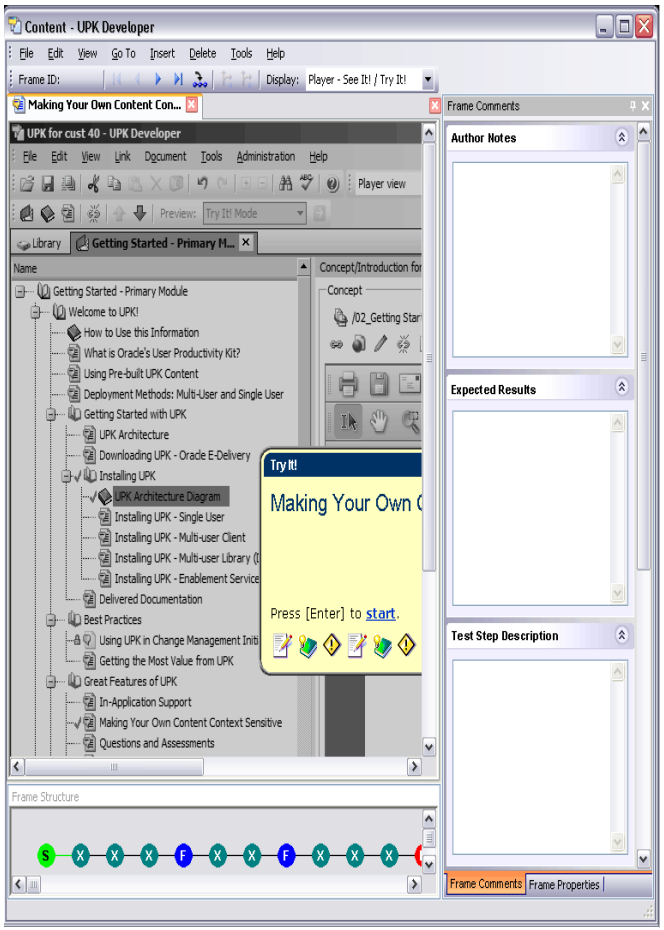
“Test It”



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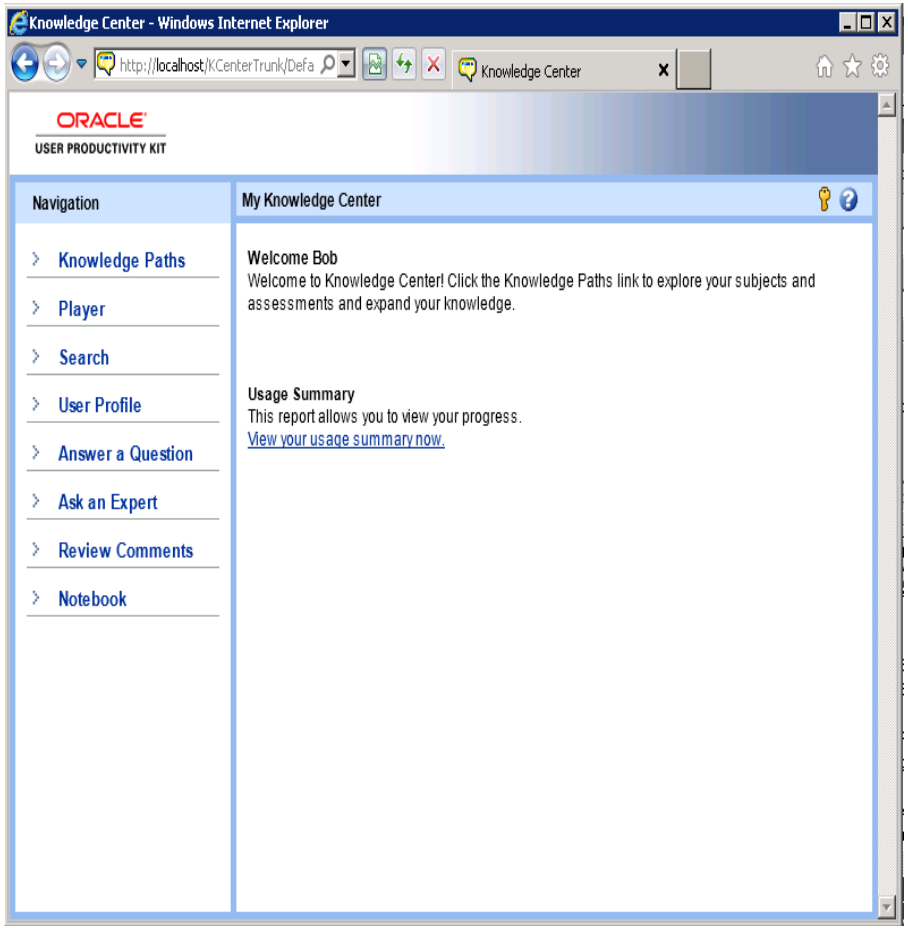
Enhanced UI in Knowledge Center



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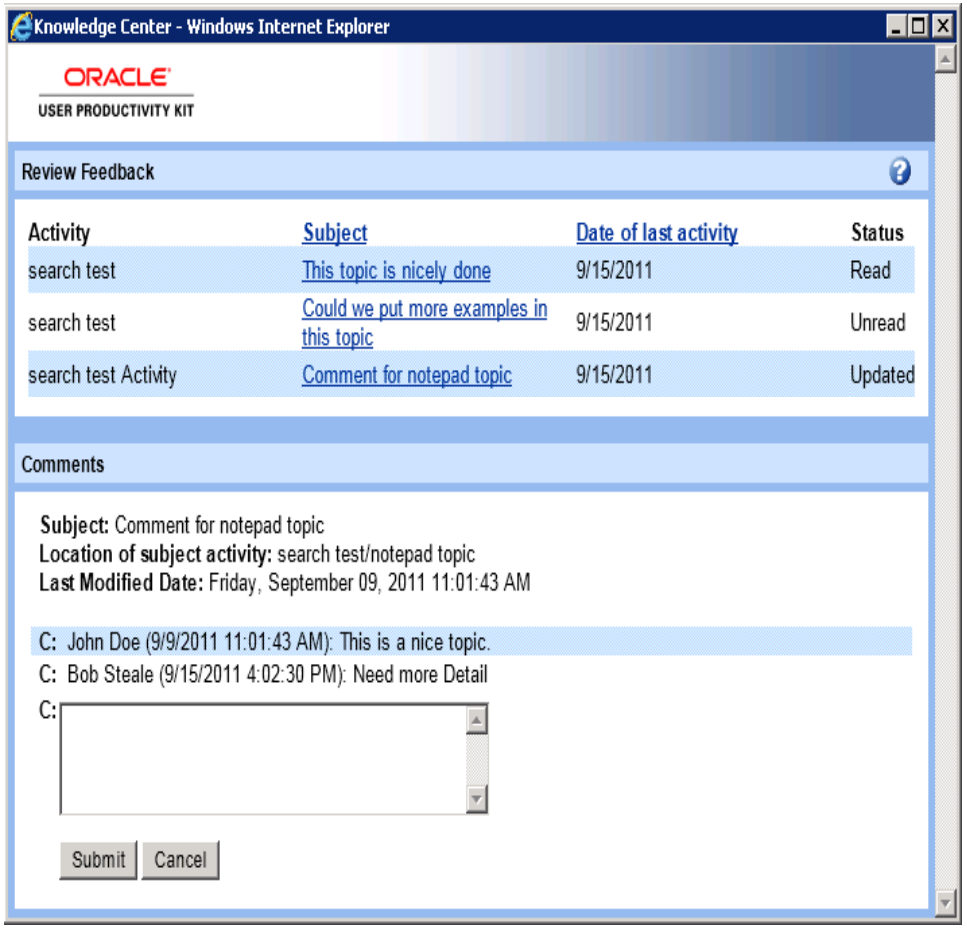
Ask the Expert and Feedback



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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

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Q&A

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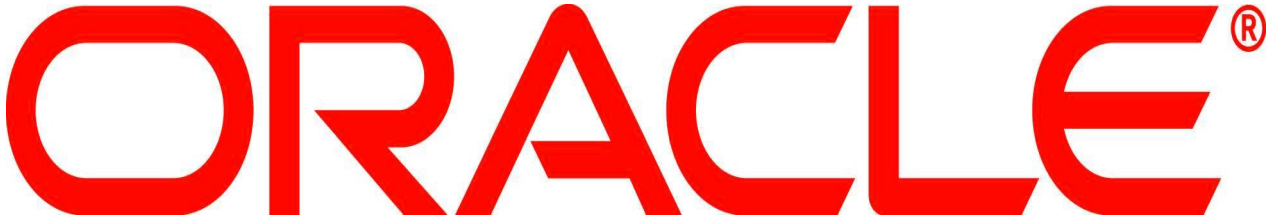
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