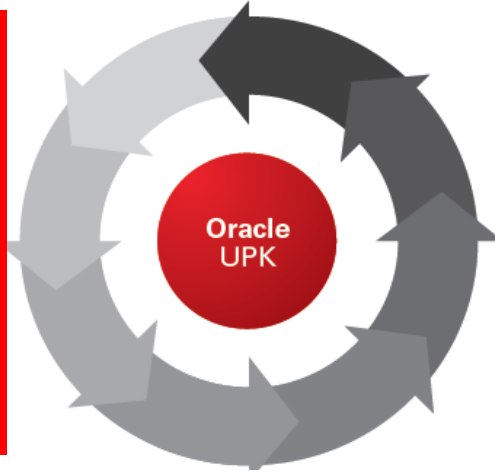


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# Oracle User Productivity Kit Using UPK Throughout the Implementation Lifecycle

Peter Maravelias, Principal Product Strategy Manager  
Oracle User Productivity Kit



What is

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USER PRODUCTIVITY KIT

Create \* Deploy \* Track

**A single source platform to develop, maintain, publish and track documentation, simulations and performance support content to enable deployment and seamless usage of enterprise applications.**

[UPK Developer](#) [UPK Pre-Built Content](#) [UPK Player](#) [Help Integration](#) [UPK Knowledge Center](#)

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# Supports Any Enterprise Application



# What is UPK?

Developer

Training Guides  
Instructor and Student



Multi-mode  
Application Simulations  
See It - Try It - Know It –  
Do It- Print It - Test It

*Single source content creation that produces multiple outputs for use throughout the entire project life cycle*

User Acceptance Test Scripts System Process Docs and Job Aids

# What is UPK?

## Oracle UPK Pre-Built Content

Oracle application documentation that reflects the 'as delivered' state

- Oracle E-Business Suite
- Oracle Fusion
- Oracle PeopleSoft Enterprise
- Oracle JD Edwards World
- Oracle JD Edwards EnterpriseOne
- Oracle Enterprise Performance Management
- Oracle CRM OnDemand
- Oracle Siebel
- Oracle Agile
- Oracle Demantra
- Oracle Crystal Ball
- Oracle Utilities
- Oracle Primavera

# What is UPK?

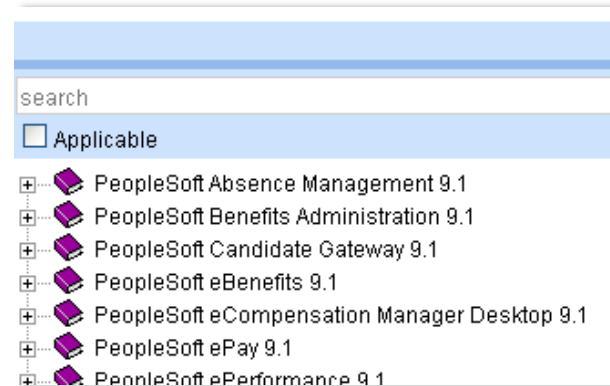
## Oracle UPK Player

- The “engine” that enables the playback of content.....

– Full Player –



- Organization and search
- Individual Topics
  - Stand alone or embedded
- Help Integration
- Knowledge Center
- Learning Management Systems



# What is UPK?

## Help Integration

- Pre-built application integrations
  - Record → Deployment
- Automatic context capture
- Provides just in time performance support
- Available in production application
- Searches based on application context
- Fully customizable
- Easily updated as the application is updated



# What is UPK?

## Knowledge Center

- Central content repository
- Compile and deliver role-based courses
- Measure conceptual and transactional knowledge transfer
- Track content access and measure end user readiness

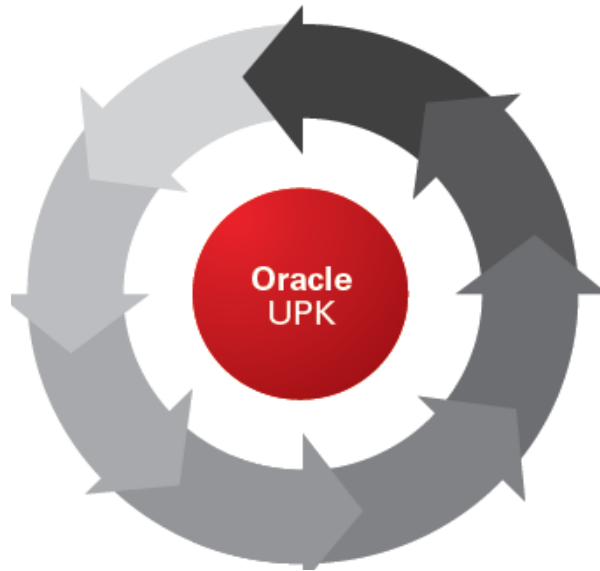


*The Knowledge  
Portal for Projects*

# UPK Knowledge Center



# Demonstration



# USING UPK THROUGH THE SOFTWARE LIFECYCLE

“Of projects done with the help of ESPs, 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.**

NOTE: ESPs = External Service Providers

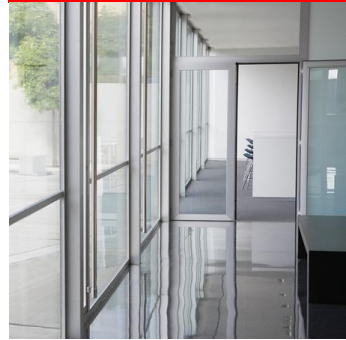
“Five clusters of attributes emerged as key to successful projects: planning, project management, consultant/system integrator (SI) expertise, user management and soft skills.”

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

# Oracle UPK

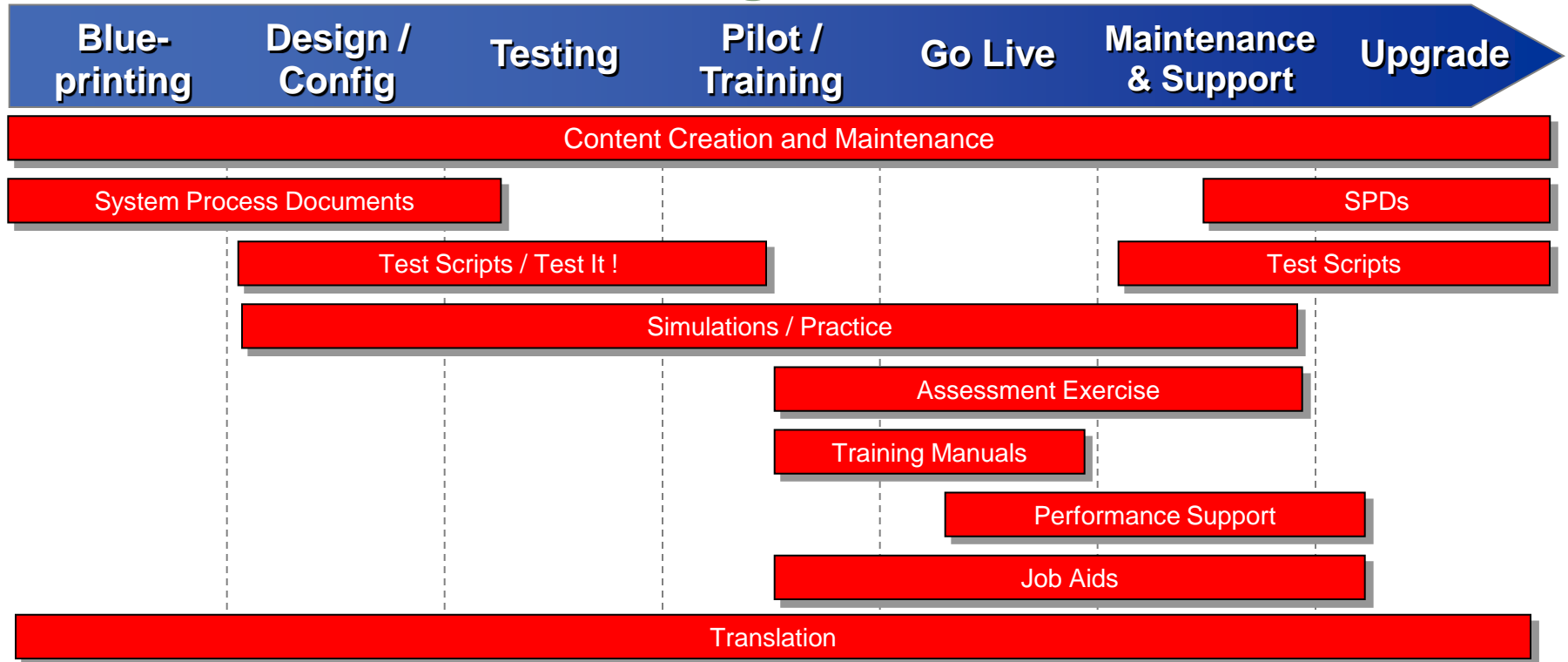
## Maturing Customers & Marketplace

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



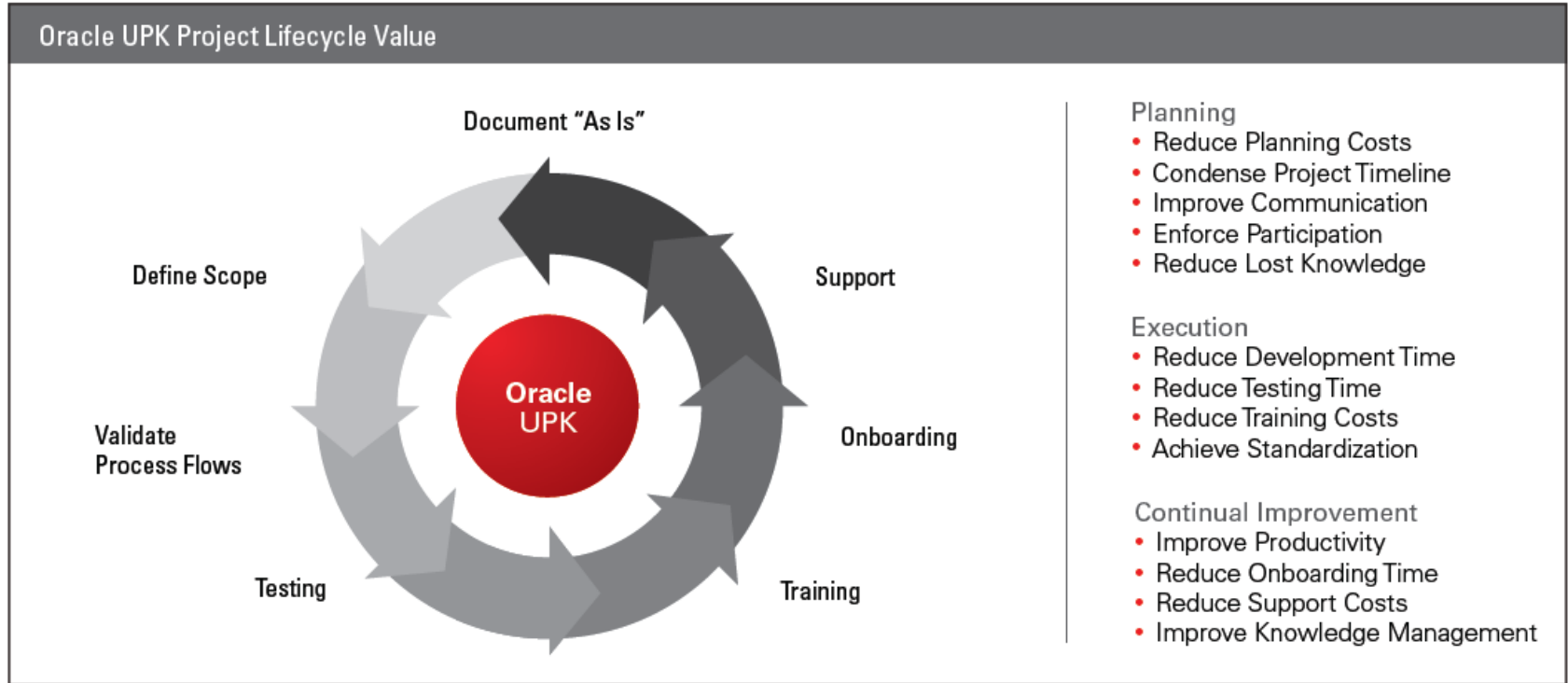
# Increasing IT Project Success

## More than Just a Training Tool





# Oracle UPK – Software Lifecycle Value



# 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

# Q&A



## Latin America 2011

December 6–8, 2011

## Tokyo 2012

April 4–6, 2012

# Hardware and Software

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# Engineered to Work Together

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