

CA Productivity Accelerator 9.6.1: Basics and Content Authoring

PRODUCT RELEASE

CA Productivity Accelerator 9.6.1
Developer

COURSE TYPE, DURATION & COURSE CODE

Instructor-led Training (ILT)

Four (4) Days

Course Code: 08CLR20163

PREREQUISITES

Students should have a basic
knowledge of Windows

WHO SHOULD ATTEND

Technical Training Manager

Technical Writer

Corporate Education Manager

Course Overview

This course is designed to educate the client's training team on how to use the CA Productivity Accelerator (CA PA) Developer. The Developer is the tool that allows the user to create and/or customize CA PA content. Through hands-on exercises, participants will be taught how to build an outline and record content. Participants will use the Topic Editor to customize recorded content. Upon completion, participants will preview the topic in the available playback modes before publishing. They will also explore the various deployment options, including the options for printed documents. Time will also be spent in the multi-user system, examining how multiple authors will collaborate.

Please note: The CA PA concepts taught in this course are applicable to all CA applications even though the CA application captured in this course will be CA Clarity PPM.

You Will Learn How To

- Create and manage folders in Personal Navigator
- Create outlines, modules, sections and topics
- Link modules, sections and topics
- Record and edit content
- Preview topics in See It!, Try It!, Know It?, and Do It! modes and document format
- Create and use attachments, glossary terms and keywords
- Create and use Alternatives, Decisions, and Explanation frames
- Create and assign roles
- Create jump-in points
- Publish content, including printable documentation
- Back up content
- Import and export content
- Set defaults for the CA PA Developer and the workstation
- Define content development standards and define best practices
- Use Know It? mode
- Customize printed outputs, playback and logo features in the Player
- In a multi-user environment, manage the Library through Admin features such as check-in/check-out, workflow status and login creations

For Managers

This course is designed for anyone who will customize CA Productivity Accelerator content. This course allows the content creators in your organization to determine how best to utilize their time and effort when customizing and creating custom training materials that meet the processes and procedures of your organization using the CA Productivity Accelerator.

CA Education strives to be your preferred source for enterprise IT management education and best practices training solutions by delivering measurable results and a rewarding learning experience. Our training is designed to ease ramp-up time so your work teams are more productive sooner. We work to ensure your overall satisfaction with CA products and services.

Course Agenda

Lesson 1 –Learn the Basics <ul style="list-style-type: none"> ▪ Developer Components ▪ Review the Developer Interface ▪ Understand the Developer Basics ▪ Start the Developer ▪ Use the Library ▪ Work with Folders ▪ Create a New Document ▪ Close a Document ▪ Open and Close the Library 	Lesson 2 –Build an Outline <ul style="list-style-type: none"> ▪ Build a Content Outline ▪ Navigate the Outline Editor ▪ Link a New Module ▪ Link a New Section ▪ Link a New Topic ▪ Develop an Outline ▪ Move a Document (in the Library) ▪ Find a Document in the Library
Lesson 3 – Record Topics <ul style="list-style-type: none"> ▪ Set Developer Defaults ▪ Record and Edit Topic Content 	Lesson 4 –Preview a Topic <ul style="list-style-type: none"> ▪ Preview a Topic ▪ Preview Player Modes ▪ Player Defaults ▪ Preview Documents ▪ Documents Defaults
Lesson 5 – Use the Topic Editor <ul style="list-style-type: none"> ▪ Launch the Topic Editor ▪ Customize the Layout ▪ Navigate Frames ▪ Add Text to the Introduction and End Frames 	Lesson 6 – Insert and Delete Frames <ul style="list-style-type: none"> ▪ Manipulate Frames ▪ Insert a Missing Frame or Frames ▪ Copy a Frame or Frames ▪ Delete a Frame ▪ Insert a No-Context Frame ▪ Insert an Explanation Frame
Lesson 7 – Edit a Topic <ul style="list-style-type: none"> ▪ Define the Action for a Frame ▪ Resize an Action Area ▪ Move / Delete an Action Area ▪ Undo 	Lesson 8 – Modify the Bubble <ul style="list-style-type: none"> ▪ Edit Bubble Properties
Lesson 9 – Manipulate Bubble Text <ul style="list-style-type: none"> ▪ Insert Template Text as Custom Text ▪ Specify the Playback Mode for Custom Text ▪ Hide Bubbles using Frame Settings ▪ Control Text for Player and Print Output ▪ Preview Frame Text for Playback 	Lesson 10 –Use the Action Properties Toolpane <ul style="list-style-type: none"> ▪ Ignore Context Information ▪ Use Keep with Next ▪ Create a New Action Area ▪ Delete an Action Area ▪ Copy an Action Area ▪ Disable the Action Area ▪ Keyboard Action Options ▪ Set Frame Delay

Course Agenda continued

Lesson 11 –Manage Library Folders and Documents	Lesson 12 –Change Views and Layouts
<ul style="list-style-type: none"> ▪ Manage Library Folders ▪ Work with Documents 	<ul style="list-style-type: none"> ▪ Split the Work Area ▪ View Folder Content ▪ Change the Outline Editor View ▪ Create a Custom View
Lesson 13 – Refine the Outline	Lesson 14 –Work with Related Documents
<ul style="list-style-type: none"> ▪ Move a Document (Outline Editor) ▪ Delete a Document Link ▪ Undo/Redo Actions ▪ Link an Existing Document ▪ Link a Document using Copy and Paste ▪ Print an Outline 	<ul style="list-style-type: none"> ▪ Manage Document Relationships ▪ Delete a Document and Related Documents ▪ View and Repair Broken Links
Lesson 15 – Understand Toolpanes	Lesson 16 –View and Assign Document Properties
<ul style="list-style-type: none"> ▪ Display and Position Toolpanes 	<ul style="list-style-type: none"> ▪ View Document Properties ▪ Use the Properties Toolpane ▪ Change Document Properties ▪ Ways to Assign Properties ▪ General Properties ▪ Topic Properties
Lesson 17 –Create Attachments	Lesson 18 –Link Attachments
<ul style="list-style-type: none"> ▪ Enhance Content with Attachments ▪ Attachment Considerations ▪ Enhance Content with Packages ▪ Enhance Content with Web Pages ▪ Edit a Web Page ▪ Enhance Content with URLs ▪ URL Page Behavior in Publishing 	<ul style="list-style-type: none"> ▪ Link Attachments ▪ Manage Linked Attachments
Lesson 19 – Create a Glossary	Lesson 20 –Understand Know It? Mode
<ul style="list-style-type: none"> ▪ Define Glossary Terms ▪ Create a Glossary ▪ Assign a Glossary to a Document ▪ Select a Glossary Definition Link ▪ Update Glossary Links ▪ Edit a Glossary ▪ Delete a Glossary 	<ul style="list-style-type: none"> ▪ Know It? Mode - Overview ▪ Know It? Settings ▪ Set Know It? Scoring Defaults ▪ Know It? Remediation Levels ▪ String Input Scoring in Know It? Mode ▪ Play Know It? Mode

Course Agenda continued

Lesson 21 – Use String Input Options <ul style="list-style-type: none">▪ String Inputs	Lesson 22 –Use Alternative Actions and Paths <ul style="list-style-type: none">▪ Use Alternative Actions and Paths
Lesson 23 – Create Decision Frames <ul style="list-style-type: none">▪ Use Decision Frames	Lesson 24 –Edit Frames <ul style="list-style-type: none">▪ Recapture an Action▪ Recapture a Screenshot▪ Re-Record a Topic▪ Edit a Screenshot▪ Copy a Frame or Frames▪ Select Multiple Frames▪ Copy Paths▪ Copy Decision Frames and Paths▪ Use Context IDs▪ Create Non-Topic Context & a Jump-in Point▪ Change the Print Setting
Lesson 25 – Define Roles <ul style="list-style-type: none">▪ Create Roles for Topic Filtering	Lesson 26 –Assign Keywords <ul style="list-style-type: none">▪ Keywords Property
Lesson 27 – Reuse Documents: Paste and Paste Special <ul style="list-style-type: none">▪ Copy and Paste a Document (Outline Editor)▪ Copy and Paste (Library)▪ Copy a Folder	Lesson 28 –Spell Check Content <ul style="list-style-type: none">▪ Spelling Defaults▪ Spell Check Content
Lesson 29 – Use Find and Replace <ul style="list-style-type: none">▪ Find and Replace Text▪ Replace a Font	Lesson 30 – Publish Content for the Player <ul style="list-style-type: none">▪ Publish Content▪ Player Formats▪ Use the Publishing Wizard

Course Agenda continued

Lesson 31 – Publish Content for Printed Output <ul style="list-style-type: none">▪ Document Formats▪ Options for Document Outputs▪ Set Preview Options▪ Add Document Revision Text▪ Document Output Properties	Lesson 32 - Customize Published Output <ul style="list-style-type: none">▪ Customize Publishing Styles▪ Customize Published Formats▪ Customize Document Formats▪ Use Bookmarks▪ Publishing Template Toolbar▪ Insert, Move, and Delete Bookmarks▪ Insert Word Fields, Static Text, and Graphic Objects▪ Format Bookmarks and Text▪ Modify the Header or Footer▪ Check Syntax▪ Customize Logos by Category▪ Command-Line Publishing
Lesson 33 - Customize Templates <ul style="list-style-type: none">▪ Customize Templates▪ Install the Template Editor▪ Start the Template Editor▪ Edit the Template.xml File▪ Edit a Class	Lesson 34 – Export/Import Content <ul style="list-style-type: none">▪ Export/Import Content▪ Export Content▪ Import Content▪ Export/Import Sound Files in Bulk
Lesson 35 – Create Login Profiles <ul style="list-style-type: none">▪ System Architecture Overview▪ Deployment Methods for Server/Client▪ Manage Authors▪ Create and Manage Login Profiles	Lesson 36 – Check In/Check Out <ul style="list-style-type: none">▪ Check In and Check Out Documents▪ Refresh the Library and Outline Editor▪ Manage Folder Conflicts▪ Version a Document▪ Roll Back a Document
Lesson 37 – Work in a Multi-User Environment <ul style="list-style-type: none">▪ Multi-user Considerations▪ Delete and Restore Documents▪ Manage Workflow▪ Convert Content in a Multi-user Environment▪ Publish in a Multi-user Environment▪ Work Online or Offline	Lesson 38 – Use Administrative Options <ul style="list-style-type: none">▪ Manage State Values▪ Purge Deleted Documents▪ Override Checked Out Documents

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