

Oracle User Productivity Kit Professional

DATASHEET

Any Application – proven track record

The implementation of any enterprise application whether Oracle, SAP, Northgate, Lawsons, Microsoft or bespoke, can be both complex and challenging. If the project is global, the challenges are often multiplied.

Oracle User Productivity Kit (UPK) Professional reflects over 20 years of product development. This pedigree combines rapid content development and deployment with robust content and user management functionality delivered via a customisable knowledge portal.

Out of the box UPK Professional provides automatic context recognition without the need for add-ins or extra cost. This feature not only ensures rapid recordings but provides context sensitive in-application support.

Larmer Brown offers a portfolio of UPK Professional services developed through 15 years project experience. Our knowledge and understanding of the Professional elements of UPK exceeds any other company outside North America.

More than a Training Tool

System Processes - By using UPK to document the 'as is' state of transactions or process flows, process teams can easily define and capture the 'to be' state. Utilising UPK Professional early in the project design and fit/gap analysis stages enables project teams to improve communication, enforce participation and gain buy-in.

User Acceptance Testing (UAT) – testing scripts can be customised to reflect project

requirements. UAT Teams can use the document management and simulation aspects of UPK Professional to co-ordinate testing programs and manage risk. If available, testing outputs can be utilised via enterprise testing tools.

Training – multiple simulations provide customisable eLearning to meet individual learning styles. Fully customisable classroom materials provide flexibility and comprehensive support documents. The quick reference guides and PowerPoint presentations complete the training deliverables.

Translation – automated functionality manages the translation of content quickly and easily into over 25 languages.

User Support – UPK Professional's powerful context id functionality enables help screens to be automatically embedded in the target application.

Document Management – the UPK Library is a repository for all your learning content from whatever source. The Library offers a collaborative, multi-user development environment; developers can easily control content workflow and document management - including check-in, check-out, versioning, roll back and development status.

Questions and Assessments – the completion of pre and post course questionnaires provide detailed reports on knowledge and understanding before and after course completion. Assessments offer the learner the opportunity to test understanding without completing a formal test.

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Personal Courses – the Knowledge Centre provides users with a menu of courses aligned to their job role(s). Course completion can be mandatory, optional or a combination of both. Self-enrolment is also an option. Personal courses use the results of the pre course questionnaire to automatically deliver content specific to the learner’s knowledge gap.

Customised Reports – in addition to a library of standard reports, UPK Professional offers integration with leading business intelligence tools enabling customised reporting to meet your needs.

Technical Considerations – user profiles from multiple sources can be automatically imported. UPK Professional provides single sign on functionality. Content developed and deployed in UPK Professional does not require third party software or plug-ins. Zero footprint deployment ensures minimal technical support and investment.

Features of UPK Professional

- Single, synchronised authoring session for system process documents, test scripts, training manuals, simulations, presentations, in-application help and quick reference guides
- Document Management including checking in and out, version control and roll back
- Centralised deployment, tracking and reporting through the Knowledge Centre
- Context sensitive help for most web-based applications
- Multi-language translation
- Extensive audio features

About Larmer Brown

Larmer Brown’s primary business objective is to help organisations realise the desired business benefit from their investment in technology. We have been providing business transformation, documentation and training services since 1994. Larmer Brown is an Oracle Gold Partner.

ORACLE®
USER PRODUCTIVITY KIT