

# Oracle User Productivity Kit

Rathan Kinhal

## UPK Overview

- User Productivity Kit is a synchronized content platform for creating documentation, training, and performance support across the enterprise.
- Its use is generally limited to a team of content authors. The content is made available to users through a Player.
- It allows you to create content easily. The Content includes simulations, in-application support, and interactive documentation.
- Users gain a well-rounded knowledge of software functionality, complete with an understanding of the concepts, by learning how to use a program in both a simulated environment and while working with their own data in a live environment.

## Introduction

- The User Productivity Kit (UPK) is a comprehensive, cost-effective, customizable solution that helps your organization quickly create the critical documentation, training, and support materials needed to drive project team and user productivity throughout the lifecycle of your software.
- The User Productivity Kit provides system process documentation, user acceptance test scripts, comprehensive instructor led training materials, web-based training materials, role-based performance support and complete documentation.
- Also provided is the UPK Developer, which serves as a single source development and customization tool to enable rapid content creation and customization.

## Benefits:

- The User Productivity Kit can be used on variety of Oracle supported Products namely
  - a) JD Edwards.
  - b) Oracle Applications.
  - c) PeopleSoft.
  - d) Retex.
  - e) Siebel.
  
- System process documentation for fit-gap analysis - providing time and cost savings that jump-start your implementation or upgrade.
  
- User Acceptance test scripts to help test Oracle applications prior to go-live.
  
- Provides initial and ongoing user proficiency , Enhances user adoption and acceptance.
  
- Reduces time to develop testing, procedural, and training documentation.
  
- Removes varied styles, formats of training and documentation and maintaing uniform standards in all the formats produced.
  
- Live-application performance support with transactional and procedural information to maximize user efficiency.
  
- Using UPK, You can publish contents of the Topic in the following formats
  - a) Deployment - Player Package.
  - b) Deployment - HTML web site.
  - c) Deployment - LMS Package.
  - d) Deployment - Standalone topic files.
  - e) Document – Business Process Document.
  - f) Document – Job Aid.
  - g) Document – Output to Test Director.
  - h) Document – Test Document.
  - i) Document – Training Guide.
  - j) Document – Instructor Manual.

## Developer Overview

- The Developer is a synchronized content platform for creating documentation, training, and performance support across the enterprise. Its use is generally limited to a team of content authors. The content is made available to users through a Player.
- The Developer allows you to create content easily. Content includes simulations, in-application support, and interactive documentation. Users gain a well-rounded knowledge of software functionality, complete with an understanding of the concepts, by learning how to use a program in both a simulated environment and while working with their own data in a live environment.
- With the Developer, you create an outline of the content and then record it, or record the content as you build your outline. After recording the steps to complete particular tasks, you can easily edit them.

## Modes of UPK

- **See It! Mode** enables a user to learn by watching an animated demonstration of the steps for a task being performed in a simulated environment. All the required activities, such as moving the mouse and entering data, are completed automatically.
- **Try It! Mode** enables a user to learn interactively in a simulated environment. The user is prompted for mouse clicks and/or keystrokes to complete the task.
- **Do It! Mode** enables a user to learn interactively using live data. In Do It! – Manual Advance mode, a user is presented with a small window on top of the live target application that displays each step for a particular task. As the user completes each step, he/she can click a button or use a hot-key combination to display the next step in the process. Within the Do It! – Manual Advance window, a thumbnail graphic of the screen is available with a highlight indicating the area where the action should take place. Do It! – Manual Advance is the default mode for custom applications. It is the only Do It! mode available in browser-based Player deployment..
- **Know It? Mode** is an assessment-type playback mode in which users are instructed to complete a particular task. Users do not receive step-by-step instructions for completing a task. Instead, they complete the steps on their own in a simulated environment, and they are scored on how accurately they complete them.

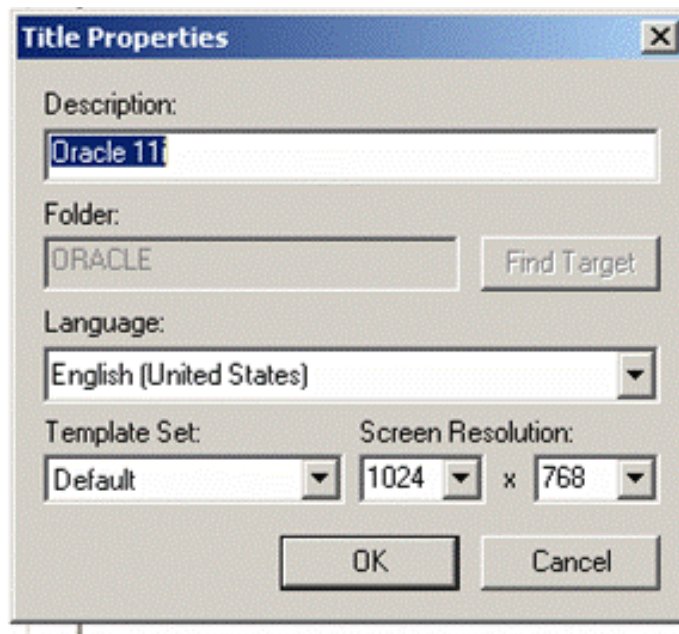
## UPK Properties Set up

### UPK Tool Recommended Options/Settings

While installing the UPK software in your System, Please follow the following settings flow.

#### Navigation: File > Title Properties

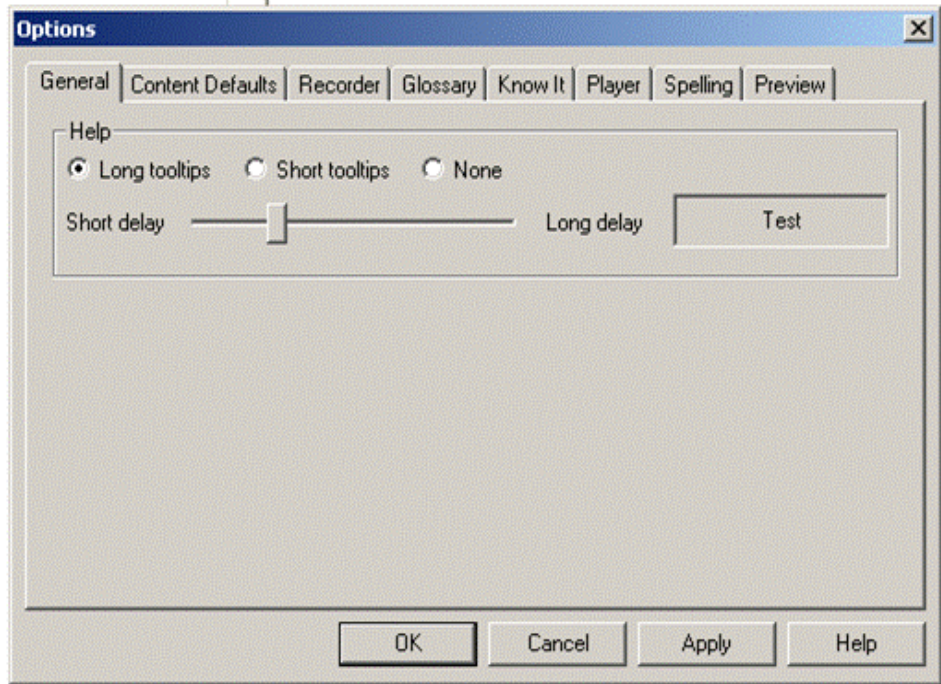
#### Title Properties



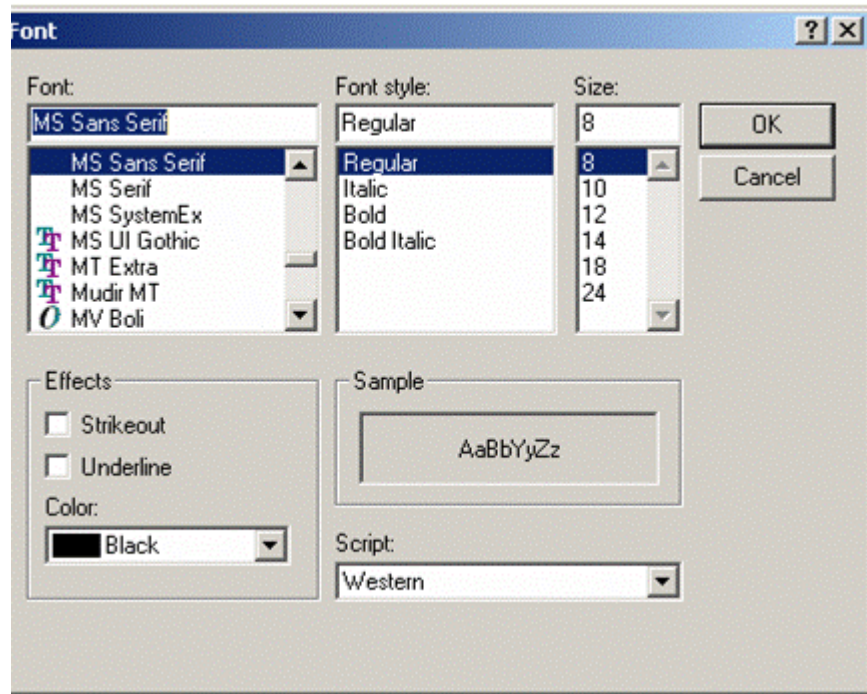
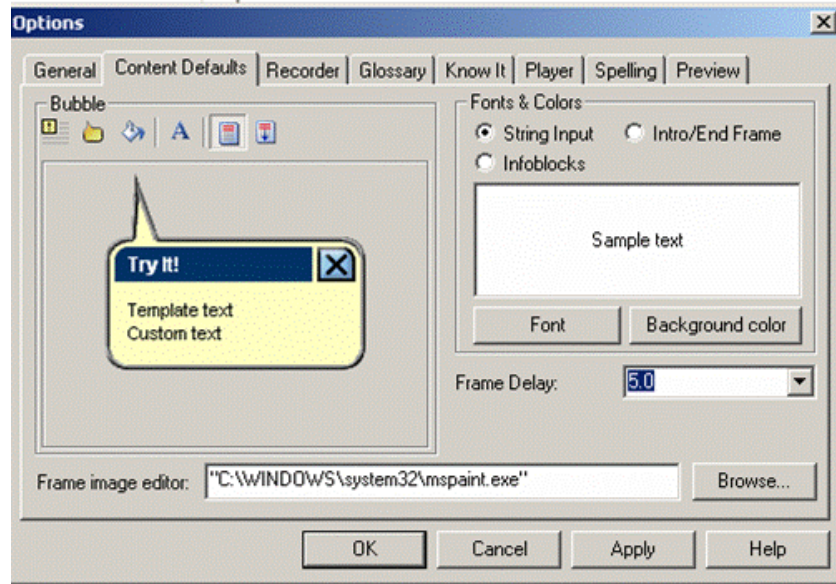
The screenshot shows a 'Title Properties' dialog box with the following settings:

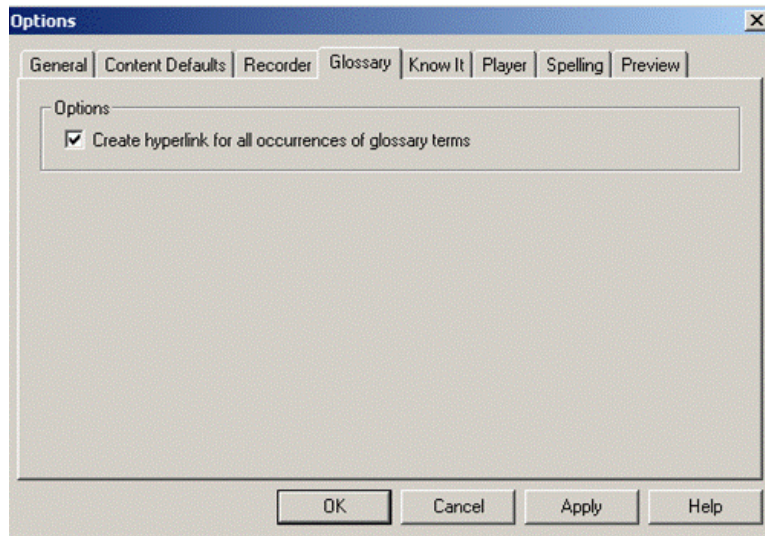
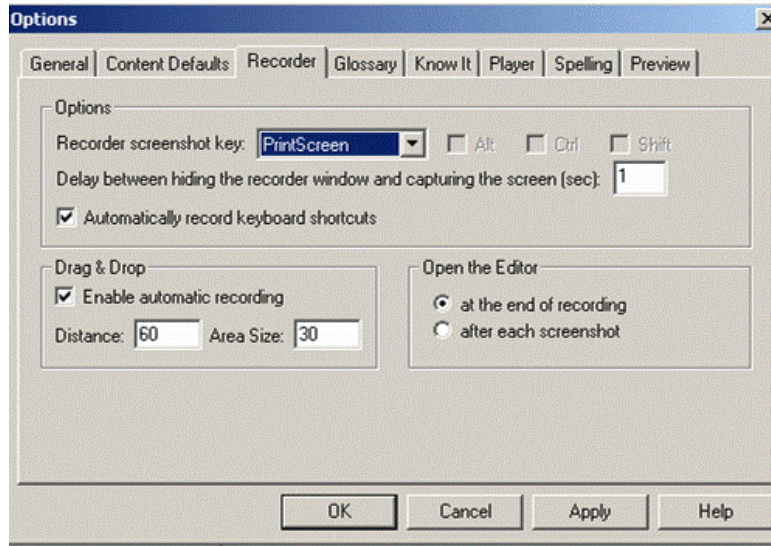
- Description: Oracle 11i
- Folder: ORACLE (with a 'Find Target' button)
- Language: English (United States)
- Template Set: Default
- Screen Resolution: 1024 x 768

Buttons: OK, Cancel



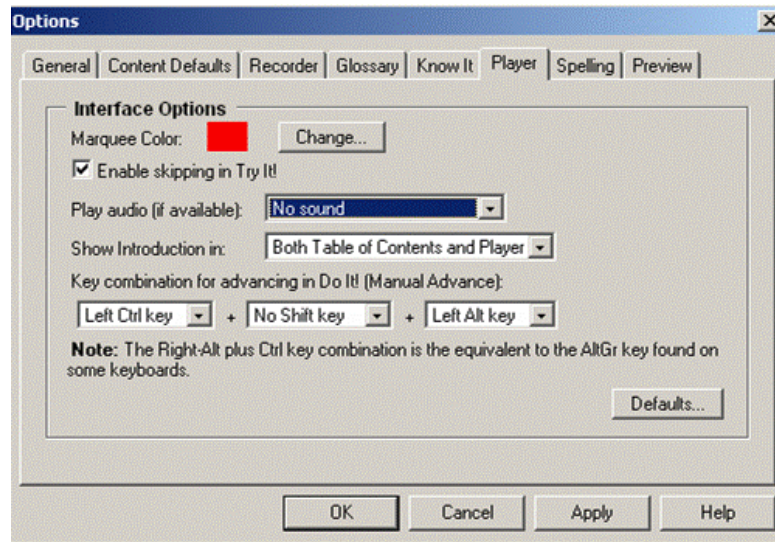
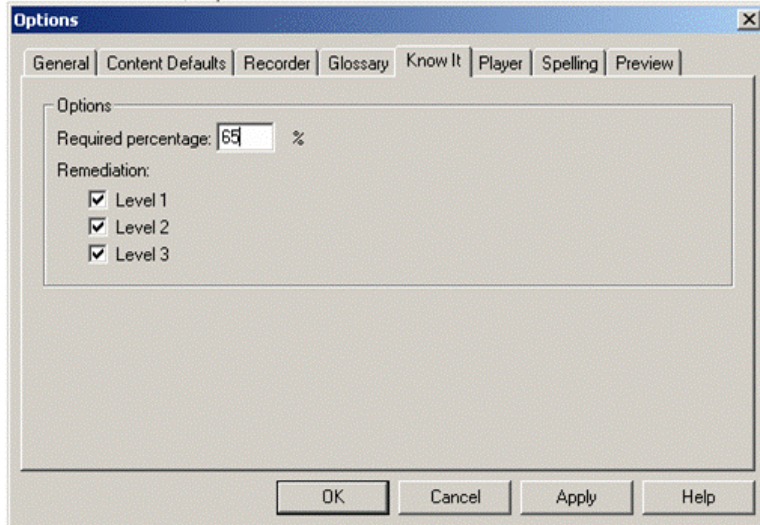
**Navigation: Tools > Options**







## Oracle User Productivity Kit - Introduction



- In the coming days I shall introduce one by one to the concept of generation of topic files to publishing Business process document.
- One more important notable thing about UPK is that all the formats can be published at one go ,i.e if you have a transaction in oracle payroll like running a payroll , Once you capture the whole scenario using upk , while publishing it will ask an option whether to publish only selected items or publish all modules ,if you select publish all modules - at one go you will have all theformats of the same transaction , you need not have to waste time to write a lengthy Standard operating procedure for that ,.....its ready.

So get Ready guys ,.....its UPK time.