

**What the Center for Professional Development is Saying**

MaryEm Musser, BDO Seidman  
Assistant Director, Center for Development

“If I were talking with someone at another firm, I’d ask them how long it takes them to develop content, and I’d say, ‘You can cut that down by at least 75 percent.’ What used to take us 8 weeks to complete, we can now complete in a week.”

“I’d then ask them how many tools they were using, and I’d say

**‘Picture yourself with one – the Oracle User Productivity Kit.’”**



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## **Oracle User Productivity Kit**

Deb Brown



# Agenda

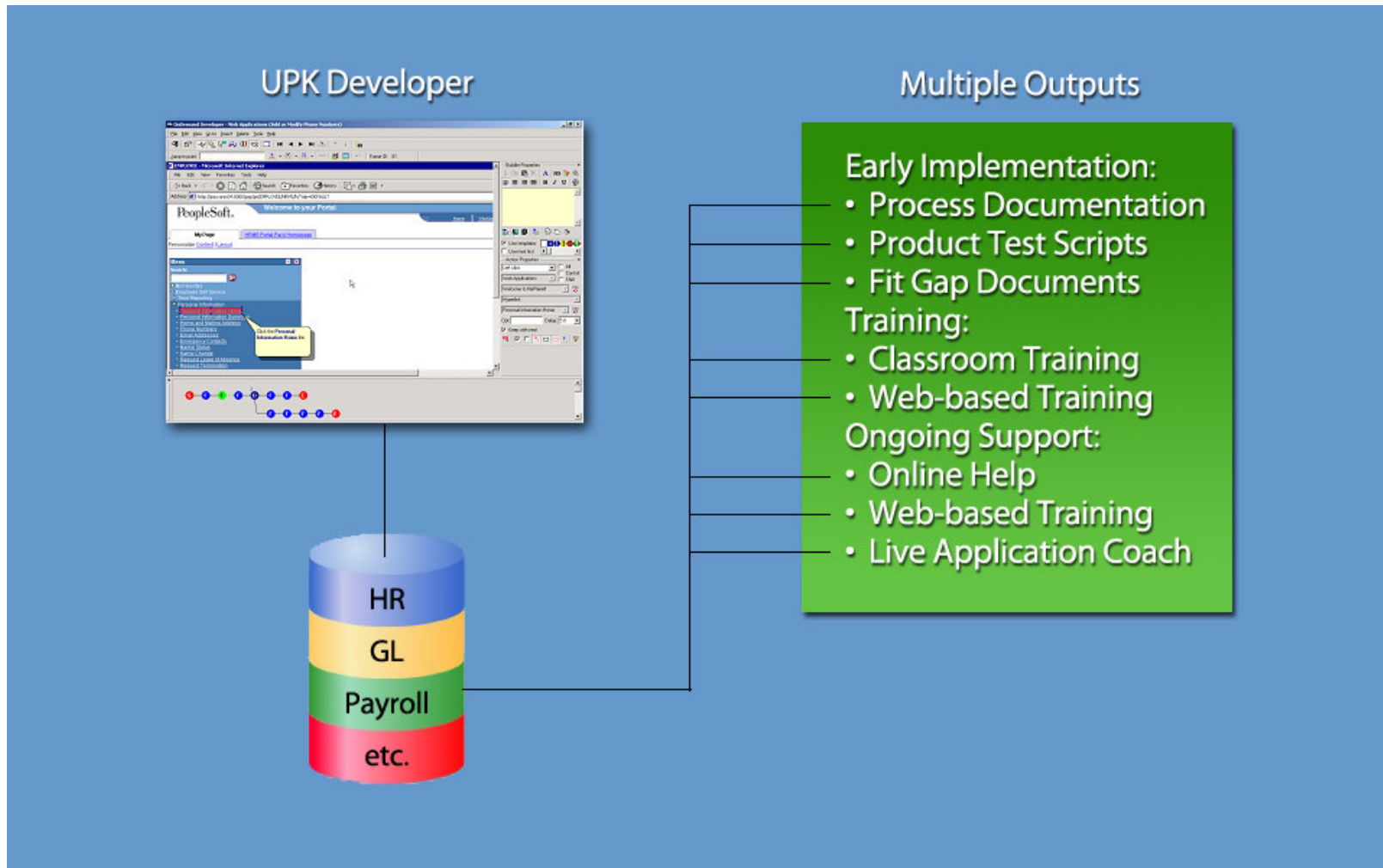
- What is UPK?
- Challenges in Training
- UPK in the Implementation/Upgrade Lifecycle
- Demonstration segments
  - The Player (Demo: Student Experience)
  - The Developer (Demo: Developer Experience)
  - Usage Tracking (Proficiency monitoring)
- Customer Success Story



## What is UPK?

- **User Productivity Kit (UPK).**
- A single recording application that generates multiple learning outputs.
  - On-Demand Computer Based Training
  - Business Process Documentation
  - User Acceptance Test Scripts
  - Job Aids & many more Deliverables
- It's intuitive, easy to use and it lasts.

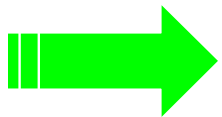
# One Recording = Multiple Outputs





# Training Challenges

- Resources: Who is going to do the work?
  - Employees, Consultants, or both?
  - **Subject Matter Experts** will be involved, regardless
- Accessibility – How and how often will users be able to access that training?
  - Distributing printed materials
  - Instructor Lead classroom logistics
  - Web access and user ability to be learn online...

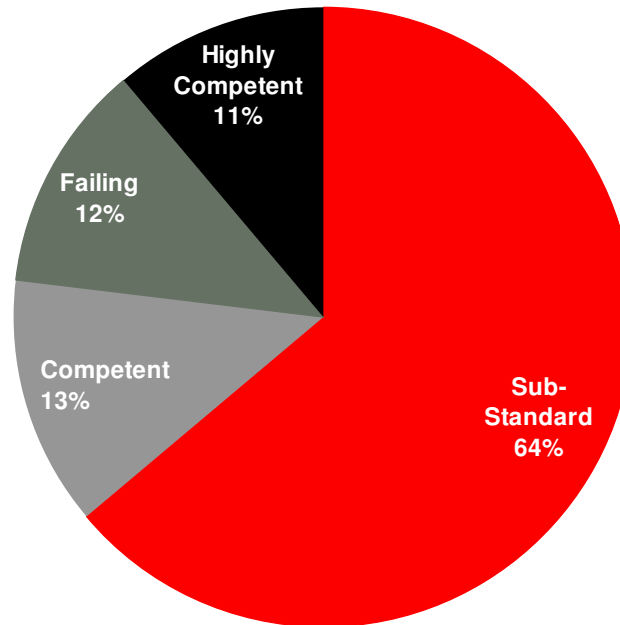


- Availability: Do we have the time to do the work?
  - 8 hrs development for 1 hr Instructor Lead Training content
  - 40 hrs development for 1 hr Web-based content
  - Source: American Society of Training and Development: The ASTD Media Select Tool for Workplace Learning by Ramond J. Marx. 1999. Alexandria, VA



# The Competency Challenge

*(Is this your environment?)*



**Of the 437 companies that responded to the survey, 76% face user competency challenges related to their ERP system\***

\* Meta Group





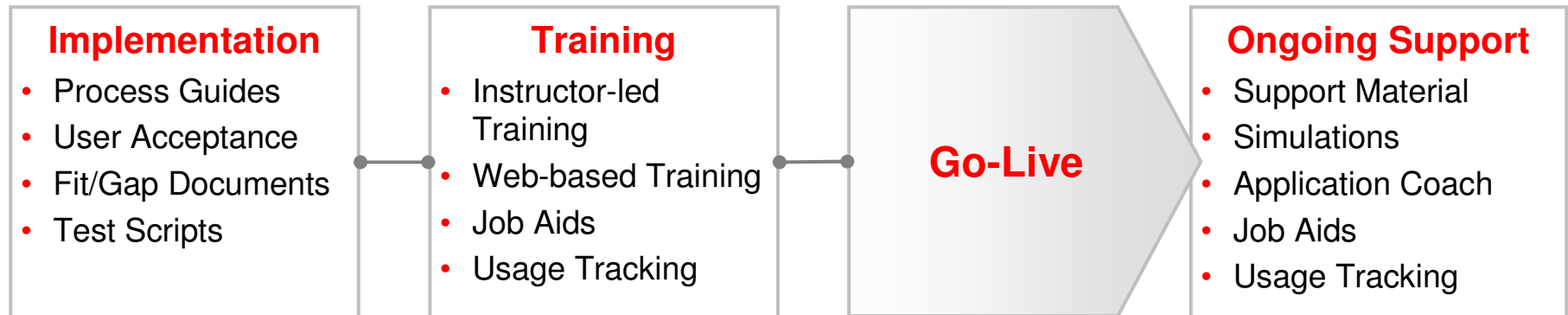
# Importance of Training End Users

- Reduce excessive/unnecessary support costs
  - Untrained users require 3 to 6 times more support than trained users \*
- Increase productivity
  - Untrained user may take up to 5 hours to achieve the same skill level that it takes a trained employee 1 hour to achieve\*
- Eliminate the 'risk' to business continuity
  - For internal Customers
  - For external Customers!

\* Gartner, Inc.

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# UPK in the Implementation/Upgrade Lifecycle



**UPK Developer: Single Source Development and Customization**

- **Lifecycle = New Systems**
  - **Lifecycle = New Employees**
    - **Lifecycle = New Procedures**

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# **-Demonstration-**

## **The Student Experience**



# **-Demonstration-**

## **The Developer Experience**



# Training Reporting

- Who has taken training?
- How well do they know the material?
- Do they continue to require support?
- Can I monitor with my LMS (Learning Mgt System)

# Proficiency Monitoring: Usage Tracking

Passing  
Grade  
100%

- Set proficiency levels by procedure
- Track usage of the Player content by user
- Design reports to match your requirements

<b>Managing Pay Information for PeopleSoft Global Pay</b>	2	47.0%	1	
<b>Entering Personal Bank Account Information</b>	2	47.0%	1	
<b>klustenberger</b>	0	-	-	
Try It!	0	-	-	
<b>Ikawahara</b>	2	47.0%	1	
Know It?	2	47.0%	1	
Try It!	0	-	-	
<b>Performing Administrative Tasks</b>	1	100.0%	1	
<b>Canceling Documents</b>	1	100.0%	1	
<b>kwong</b>	1	100.0%	1	
Know It?	1	100.0%	1	
Try It!	0	-	-	
<b>Totals</b>	<b>4</b>	<b>51.0%</b>	<b>2</b>	

# UPK – Usage Tracking

The screenshot displays the 'Usage Tracking' web application in a Microsoft Internet Explorer browser. The interface includes a navigation menu on the left with sections for 'Main Page', 'Reports' (with links for 'Edit/Run reports' and 'Refresh Outline'), and 'User Access' (with links for 'Add new user', 'Edit existing user', and 'Delete user and usage history'). A 'View Error Log' link is also present.

The main content area shows 'Selected Details - Page:1' with a 'Return to report' link. Below this, there are controls for 'Sort by date: Ascending' and 'Records Per Page: 100 OK'. Navigation links for '<<Previous Page' and 'Next Page >>' are also visible.

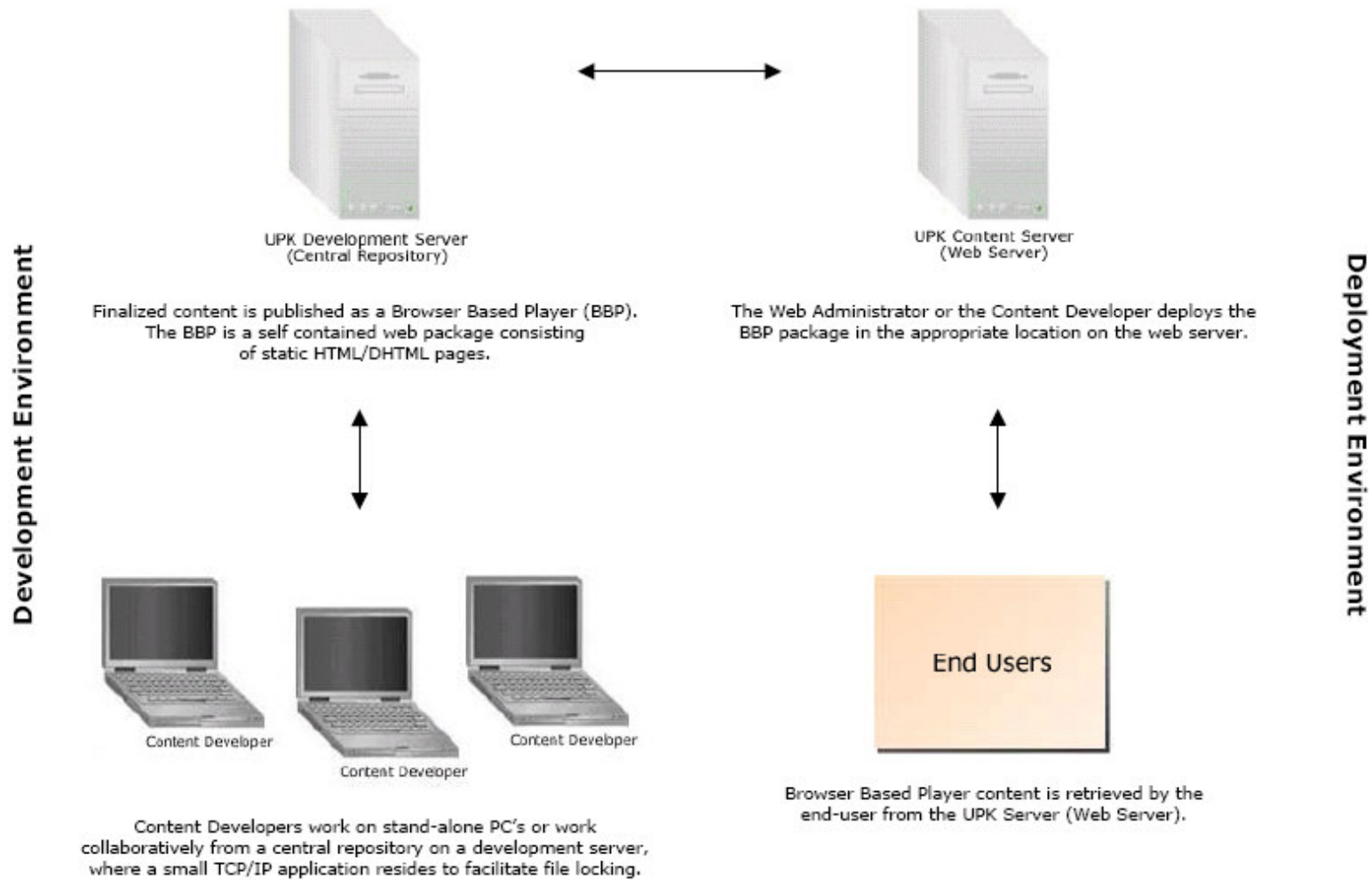
The central table lists user activity with the following columns: Date/Time, Application, Module, Lesson, Topic, User, Time, Mode, Score, and Passed. The data is as follows:

Date/Time	Application	Module	Lesson	Topic	User	Time	Mode	Score	Passed
1/14/2004 12:12:52 PM	PeopleSoft 8	Using PeopleSoft 8.8 Budgeting	Using Budget Work Items and Versions	Sending Users Emails About a Budget	jfaulk	00:00:08	Try It!		
1/14/2004 12:13:08 PM	PeopleSoft 8	Using PeopleSoft 8.8 Budgeting	Using Budget Work Items and Versions	Sending Users Emails About a Budget	jfaulk	00:05:28	Know It?	93	Yes
1/14/2004 4:22:49 PM	PeopleSoft 8	Using PeopleSoft 8.8 Budgeting	Introduction to PeopleSoft Budgeting	Understanding Roles within Budgeting	tlew	00:00:11	Try It!		
1/14/2004 4:24:03 PM	PeopleSoft 8	Using PeopleSoft 8.8 Budgeting	Using Budget Work Items and Versions	Accessing Budgeting Documentation	tlew	00:01:21	Try It!		
1/14/2004 4:31:40 PM	PeopleSoft 8	Using PeopleSoft HR 8.8 - Administer Workforce	Hiring Employees	Understanding the Lifecycle of an Employee	jfaulk	00:00:08	Try It!		
1/14/2004 4:35:35 PM	PeopleSoft 8	Using PeopleSoft CRM 8.8 Sales	Managing Leads	Creating Leads	jfaulk	00:00:05	Try It!		
1/15/2004 9:52:01 AM	PeopleSoft 8	Using PeopleSoft HR 8.8 - Administer Workforce	Hiring Employees	Adding a New Employee	jfaulk	00:00:39	Try It!		
1/15/2004 9:52:53 AM	PeopleSoft 8	Using PeopleSoft HR 8.8 - Administer Workforce	Hiring Employees	Adding a New Employee	jfaulk	00:01:52	Do It!		
1/15/2004 9:54:22 AM	PeopleSoft 8	Using PeopleSoft HR 8.8 - Administer Workforce	Hiring Employees	Adding a New Employee	jfaulk	00:00:18	See It!		



# UPK Deployment

## User Productivity Kit Development and Deployment Overview






# Berlin Packaging

CIO Magazine, Top 100 Innovators 2006




## Berlin Contrast 8.0 (Traditional Training) with 8.8 (UPK)

	<b>Traditional</b>	<b>With UPK</b>
<b>Outside Personnel Used</b>	2 Training Consultants	1 Temporary Intern
<b>Outside Training Used</b>	30 Man-Days of "Train the Trainer"	7 User-Days of UPK Training
<b>Hardware Purchased</b>	None	1 "Pizza Box" Windows Server
<b>Software Purchased</b>	None	2 UPK Developers, 200 Users



## Berlin Contrast 8.0 (Traditional) with 8.8 (UPK)

	<b>Traditional</b>	<b>With UPK</b>
<b>Transportation Required</b>	150 Round Trips to Chicago	None
<b>Add'l Facilities Required</b>	2 Classrooms with 16 Laptops	None
<b>User - Out of Office</b>	Over 600	None
<b>Post Go-Live Materials</b>	3-Ring Users Guide Binder	Interactive UPK Modules



## Berlin Contrast 8.0 (Traditional) with 8.8 (UPK)

- Total 8.0 Training Costs were in excess of \$250,000, not including follow-up training which was an additional \$100,000
- Total 8.8 Training Costs were under \$70,000, including UPK software investment which is reusable for future projects
- Users feel that the 8.8 training better prepared them for go-live and provided better reference materials



## Berlin Summary

- UPK Tool was More Cost Effective for Berlin than Traditional Training Methods
- Users Felt that UPK Training Materials are More Effective than Traditional Training Materials
- UPK Software Allowed for Comprehensive Self-Paced Distance Training
- **80% Savings (5 X less with UPK )**
  - Without UPK \$350K vs. With UPK \$70K



## UPK Summary

- Long-Term Solution
- Increased User Access
- Decreased Support Costs
- Enhanced Productivity
- Reduced Development Time
- Flexible Deployment
- Decrease Project Risk

• **Saves Time & Money**

• **It's One Tool**

• **Built-in Object Recognition**



# Who Uses UPK






# UPK Solution Factory

<http://launch.oracle.com>

ENTER PIN: ISUPK



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# Customer Success Profile

Dolby Laboratories, Inc.



## COMPANY OVERVIEW

- Dolby Laboratories is the industry leader and de facto audio standard in developing sound processing and noise reduction systems
- \$328M revenue/\$2.5B market cap, licensing 930 patents and 800 trademarks worldwide
- Went public in 2005

## SITUATION

- Geographically-dispersed user base
- Existing systems lacked integration
- Users did not have universal access to customer data
- Development and deployment of training was costly and limited, based on trainer availability



## ORACLE-ENABLED SOLUTION

- Fully-integrated solution, encompassing Financial and Supply Chain Management, Human Capital Management, Customer Relationship Management, and Enterprise Performance Management
- Accelerated system testing streamlines user acceptance
- Custom training tools reflect Dolby's system
- Training is accessible by a global user base on demand
- Key business processes are documented and localized for quick access globally

## CUSTOMER PERSPECTIVE

**“The UPK is instrumental in our internal training deployment. With it, we believe we will meet our goal of significantly accelerating our overall Oracle deployment and streamlining user acceptance, system testing, process documentation and training.”**

*Steve Fox, Dolby Consumer Division*

## RESULTS

- **Full consistency of training across a global user base**
- **Streamlined user acceptance = system owned by users more readily and speedily**
- **Global business processes are documented and communicated uniformly**
- **Tremendous savings in deployment cost of global training**

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# Customer Success Profile

Lockheed Martin



## COMPANY OVERVIEW

- Principally researches, designs, develops, manufactures, integrates, operates and sustains advanced technology systems, products and services.
- Employs about 135,000 people worldwide.
- The Corporation reported 2005 sales of \$37.2 billion.
- The Company operates in five principal business segments: Aeronautics, Electronic Systems, Space Systems, Integrated Systems and Solutions (IS&S), and Information and Technology Services (I&TS).
- Lockheed Martin is the largest provider of IT services, systems integration, and training to the U.S. Government. The remaining portion of Lockheed Martin's business is comprised of international government and some commercial sales of their products, services and platforms



## SITUATION

- PC based toolsets
- Worldwide audience
- Change Management from legacy systems
- Short time-frame for instructional development time

## ORACLE-ENABLED SOLUTION

- Used the UPK to create On Demand learning
- Created Business Process Procedures
- Enabled creating testing materials
- Assisted with blended learning both Instructor-led and distance learning
- Decreased instructional development time

## CUSTOMER PERSPECTIVE

**“By focusing on providing the best value for our services, we have increased customer confidence and helped set the expectation for more efficient, cost-effective solutions in the future.”**

*Manny Zulueta, Senior Vice President  
Corporate Shared Services*

## RESULTS

- **Reduced implementation cost**
- **Reduced instructional development time**
- **Reduced development cost**
- **Reduced training cost**
- **Increased training offerings with it available anytime on demand**

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# Content

- Learn new vanilla application functionality
- Edit existing content to fit your business processes
- Reduce development time even further



# UPK Development Stats

<b>STANDARD DEVELOPMENT SOLUTIONS</b>	<b>HOURS OF CONTENT</b>	<b>INDUSTRY STANDARD PER HOUR</b>	<b>TOTAL HOURS</b>
Instructor Led Training Guides	8	40	320
Web-Based Training	8	200	1600
Electronic Performance Support	8	200	1600
Total Hours			3520
Total Development Days			440

<b>UPK DEVELOPMENT SOLUTION</b>	<b>HOURS OF CONTENT</b>	<b>INDUSTRY STANDARD PER HOUR</b>	<b>TOTAL HOURS</b>
Instructor Led Training Guides	8		
Web-Based Training	8		
Electronic Performance Support	8		
Total Hours		45	360
Total Development Days			45