Oracle’s User Productivity Kit

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Safe Harbor Statement

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“With the Oracle User Productivity Kit, we dramatically increased productivity, reduced costs, and rolled out effective end user training in record time. This played a major role in the implementation’s success.”
Agenda

• User Competency and Support
  • Why is it Important to you and to Oracle?
  • Competency and Support Challenges
  • Implementation Challenges
• What is the User Productivity Kit (UPK)?
• UPK Demo
• Campus Solutions Content
• University of Maryland, Baltimore – a UPK Case Study
Importance of Training End Users

76% of Firms Polled Face User Competency Challenges

- **Highly Competent**: Our end users have the ability to perform their jobs more effectively due to competency in using the application and knowledge of how it supports our processes.
- **Competent**: Our end users fully understand the software and are able to gain full benefit of its functionality.
- **Sub-Standard**: Our end users have a sufficient understanding of the software but are not gaining full benefit of its functionality.
- **Failing**: Our end users are struggling to make use of the software.

How competent are your end users?

Source: ERP Competency Multi-Client Study, META Group 2003
Importance of Training End Users

- Excessive support cost
  - Untrained users require 3 to 6 times more support than trained users *

- Decreased 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*
Challenges of Training End Users

Strategic

• How do I address “pre-go-live” training and “post-go-live” support?

• How will I address new-hire training?

• How do I address local and remote users?

• How will I deliver training? Classroom training? Web-based training? Both?

• Can I leverage existing content?
Challenges of Training End Users Development

- Resources – who is going to do the work?
  - Limited training, business, and technical resources.

- Time – do we have the time to do the work?
  - Instructor-led training development time $\approx 40:1$.
  - Web-based training development time $\approx 200:1$.

- Budget – do we have the budget to do the work?
Implementation/Upgrade Challenges

• Should I change my business processes or should I customize the application?
• How will I manage change in my organization?
• How can I minimize risk to my company?
UPK in the Software Lifecycle

Documentation
- UPK Content
  - Business Process
  - Test Scripts

Training
- UPK Content
  - Instructor-Led
  - Web-Based

Performance Support
- Go-Live
- UPK Content
  - Simulations
  - Application Coach
  - Job Aids

UPK Developer
- Single-Source UPK Content Development and Customization
Now what if he had UPK......
UPK Demonstration

ORACLE®
Campus Solutions Content

- Delivered June ’06
- Includes:
  - UPK for Campus Solutions Fundamentals
  - UPK for Campus Solutions Reporting Tools
  - UPK for Campus Solutions Student Administration

- Jump start for implementing Campus Solutions Applications.
University of Maryland, Baltimore
Challenges

- Train 750 users in metro area
- Develop 8 courses with +/- 2.5 developers
- Training database?
- Distribute materials to (the correct) 8 classrooms
- Deliver 300 sessions
- Keep training materials current
- Don’t miss a beat.....
UPK Met the Challenge

Developers

• Produced more materials more quickly with UPK Developer
  • One recording : many formats

• UPK simulations eliminated need for training database
  • Yes…eliminated the need for a training database!
  • Significant savings that compound

• Drove down printing costs with UPK Job Aids
• UPK’s delivered content = a learning platform

• UPK Simulations eased training delivery
  • Power User Trainers prepped like pros
  • Job Aids doubled as trainer outlines
  • Classes stayed on task, on time
  • No class time wasted undoing user ‘experiments’

• Training documents updated easily as needed
UPK Met the Challenge
End Users

• Perfect practice makes (closer to) perfect
  • Know It! Mode was a hit

• The “online coach” resides in the Help menu
  • Familiar UPK simulations
  • Answers correctly every time

• ‘How to’ calls answered more quickly
  • Go to UPK simulation
  • Most users…more independent more quickly

• “I use my Job Aids all the time!”
Lessons Learned

- Early demos built user acceptance
- Creating a standards document paid off
- Development sequence changed access needs: screens then text, not text then screens
- UPK gets used heavily...develop with care
The Sound of Success

“Will we have a UPK for that?”
For More Information

http://www.umaryland.edu/eumb
Training Information Page

http://search.oracle.com

UPK

or

http://www.oracle.com/goto/upk/user-productivity-kit.html
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