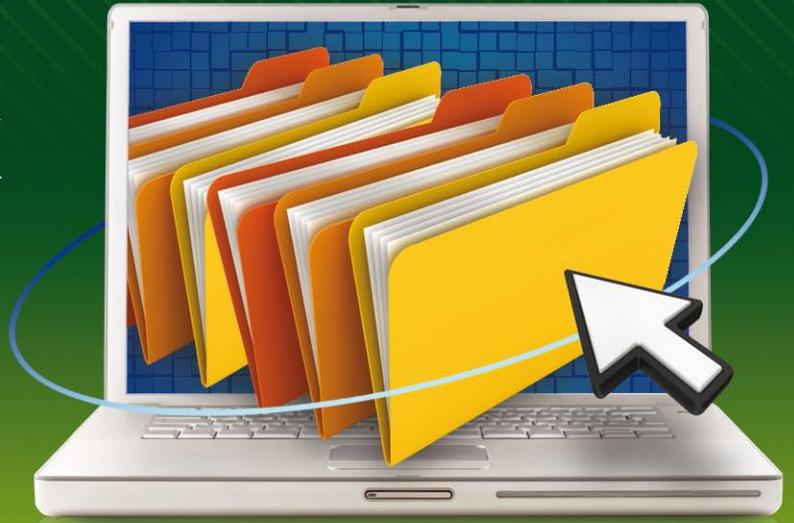


Oracle Tutor and UPK Your Dynamic Documentation Solution



Oracle Tutor and UPK



USER ADOPTION

IT Convergence Education Services (IES) has the expertise and methodology to help you achieve the high level of user adoption to ensure the success of your technology solutions. Lack of user adoption is one of the biggest reasons that technology solutions fail. The best way for your organization to foster user adoption is to bring together all the information your users need in a single repository where they can easily review it, either physically or electronically.

IES will help you bring all of your users on board through our change management campaign, Oracle Tutor business process documentation services, and Oracle UPK development solutions.

CHANGE MANAGEMENT

IES offers proven change communication strategies and toolkits aimed at obtaining user buy-in. Our plans help you accomplish the twin goals of securing executive sponsorship and incorporating the very end-users who will be working with the technology on a daily basis. IES' top-down, two-pronged approach gets stakeholders involved early, opening the process to their input and creating momentum throughout the organization. Giving users ownership of the process doesn't simply

improve adoption, it also results in improved processes because everyday end-users are the ones who know what works and what really needs to be changed.

UPK DEVELOPMENT SERVICES

IES will quickly and cost-effectively create, validate and deploy an on-line eLearning solution with Oracle's UPK. You can rely on IES to create custom, re-usable eLearning simulations with Oracle UPK that offer an excellent ROI. Or, if you prefer, IES can train your staff to create their own UPK-based eLearning simulations. Regardless of your choices, we have a proven methodology and approach to make your project a breeze.

DOCUMENTATION SERVICES

IES offers a strong documentation solution tailored to your needs. We have a methodology for planning your documentation effort as well as a proven approach to deploying the solution. Learn to jumpstart your documentation efforts in our Oracle Tutor workshops. IES also offers documentation services to assist you in writing your materials. Benefit from our experience with corporate and government auditors and gain the peace of mind that comes from knowing that you're in full compliance before you face SOX, ISO, IAS, or other audits.

ORACLE UPK

With the User Productivity Kit or UPK you can quickly produce interactive transaction simulations, implementation test scripts, classroom and web based eLearning materials, and in-application performance support. UPK helps jump start your implementation or upgrade by providing:

- **Canned simulations** that you can use to produce pre-built test scripts and guide you through your first CRP.
- **Improved productivity** because it gives you multiple learning methods to educate and remediate learning.
- **In-applications performance support** that increases business efficiency by improving user competency and reducing help desk support.
- **Accelerated time to deployment** by creating system process documentation.
- **Reduced content creation time and costs** with rapid content creation tools which produce multiple assets through a single authoring session.

ORACLE TUTOR

With Oracle Tutor you can quickly create, customize, and maintain process documentation, training, and reference materials, and this benefits your business in a number of ways:

- **You can Streamline Your Implementation with Tutor** because it gives you model business process documents, sparing you from building them from scratch.
- **Tutor supports Intelligent Self-Service** by integrating role-based desk manuals directly into your Oracle Applications Online Help System. This gives your users one click access to information specific to their role.



- **You can also use Tutor to create "Tasks at a Glance" procedure graphics.** These dynamic flowcharts help users stay on track by mapping out a visual flow of an entire procedure. When they need more procedure detail, they simply click on the corresponding segment of the flowchart.
- **Tutor also helps build Job-Specific Courseware:** Reduce training time and improve success by teaching employees to use applications as they relate to their individual job roles.

ENSURE A RAPID ROI IN TECHNOLOGY BY SECURING USER ADOPTION

Oracle Tutor and UPK provide you a host of documentation and training tools to ensure that your staff can take advantage of the technology you've invested in them. To find out how Tutor and UPK can work for you, contact IT Convergence Education Services today:

1-800-675-0032 Ext. 2508

education@itconvergence.com

TO LEARN MORE ABOUT THE RESULTS WE CAN PROVIDE, PLEASE CONTACT US:

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