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EXPERIENCE the power of results

User Productivity Kit (UPK)

Oracle's User Productivity Kit allows organizations to:

- Create Just-in-time eLearning material for self-paced training
- Leverage the cost of your enterprise investment
- Simplify the process of making simulation recordings and integrating them within Oracle help

Oracle's User Productivity Kit (UPK) is a system simulation learning tool that helps an entire organization leverage the investment in Oracle. By capturing transaction steps in UPK, organizations can then deliver many forms of learning media to their staff. UPK provides end-users with Just-In-Time training via four distinct simulation outputs, increasing their comfort level with whatever is being taught. UPK's four output formats are:

- **See It** – demonstrates the transactions while providing needed detail and instruction. This is a play back mode that the student watches. No interaction is included.

- **Try It** – provides instruction for the student to follow to experience hands-on learning. This play back mode is highly interactive and the student must perform the steps in order to move forward in the lesson.

- **Know It** – provides scoring for the student to recognize where they need additional focus. This play back mode is interactive and provides an overall score at the end of each lesson to let the student know how they did.

- **Do It** – this play back mode is integrated with the Oracle on-line window help to provide users with the exact steps needed to perform the task at hand.

UPK gives you the tools to group topics into lessons, group lessons into modules, and group modules by role during publishing to provide end-users with a full training simulation for all the tasks that they need within their job function. Similar to a desk manual, this provides only the information they need to perform their job.
In addition, you may choose to enhance eLearning by using UPK to produce materials such as business processes, test scripts, job aids, and student and instructor training guides.
The UPK allows you to create just-in-time self-paced learning simulations

SERVICE HIGHLIGHTS

UPK is a system simulation learning tool that can leverage the Oracle investment for the enterprise.

SERVICE BENEFITS

- Just in time learning
- Content Management
- Business Process Documents
- Test Scripts
- Training Guides
- Instructor Training Guides
- Job aids
- Object recognition and context sensitivity for Oracle Applications
- Out of the Box Help Menu Integration

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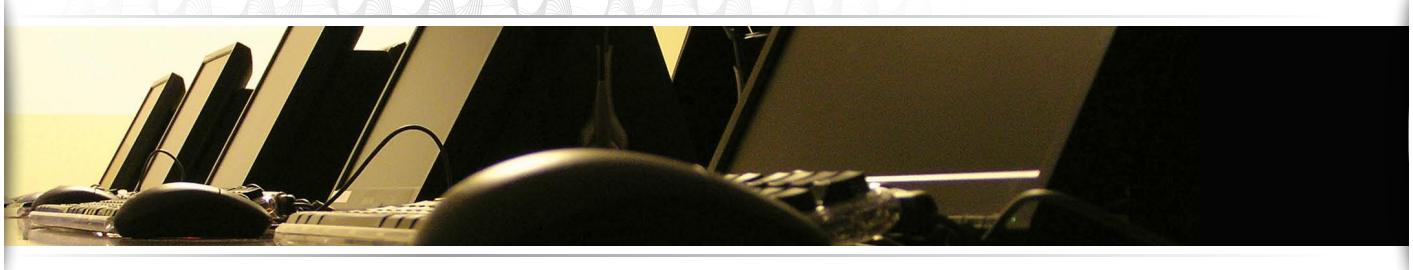

User Productivity Kit (UPK)

with different play back modes to accommodate all types of learners. Publish editable documents in MS Word or PDF formats with the UPK, or publish simulations in standalone or complete player packages for easy distribution. Use the test scripts created from the simulations and now you have solutions for you to upgrade and patch testing.

Need to make a change to the simulation? You can easily maintain content by simply opening the source file recording and inserting, deleting, or modifying text. Save it and republish to quickly update your simulations and documentation.

UPK integrates with Oracle's Tutor documentation to produce powerful business documentation for your organization, allowing you to fully comply with any organization, local, or federal regulations such as SOX and ISO compliance.

ITC QUALIFICATIONS

- Experienced Subject Matter Experts with eLearning development capabilities
- Hands-on experience and knowledge on Oracle Applications through Release 12
- Utilize proven methodology to increase production and minimize risk

THE IT CONVERGENCE R12 FULL SERVICE VALUE PROPOSITION

Regardless of your R12 needs, ITC's 360° Customer Care philosophy means that you are always supported. In addition to working with senior Oracle consultants who have hands-on R12 experience, partnering with ITC brings you these benefits: Our Education Services department will teach your staff the skills they need to use R12 effectively. Our Support Services division can provide managed services and hosting for your R12 environment, and you can rely on our Development Services Center and Web Services division to deliver cost-effective reports and dashboards.

ITC CAPABILITIES

- Consulting Services
- Support Services
- Education Services
- Development Services
- Web Services

THE ITC R12 ADVANTAGE

- Global Reach
- Senior E-Business Suite Expertise through Release 12
- R12 Delta Training, tailored to your needs
- Experience gained from working on Oracle R12 deployments
- Full technical and database support

Whether you're trying to decide if R12 is best for you, or you're already upgrading to R12, ITC is ready to support you.

www.itconvergence.com

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