



---

# UPK Tips & Tricks

How We Make UPK Work for Us!

Session #27415

March 2, 2010

# Today's Presenter

---



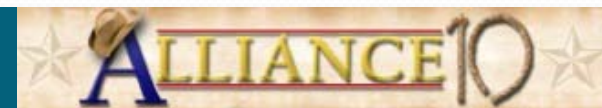
## **Kelley Barton**

Florida State University

ERP Training & Communications Lead

Background in Education

Experience in Content Development, Management,  
and Educational Instruction



# Florida State University



Current enrollment 40,255

Over 13,000 employees

# Florida State University



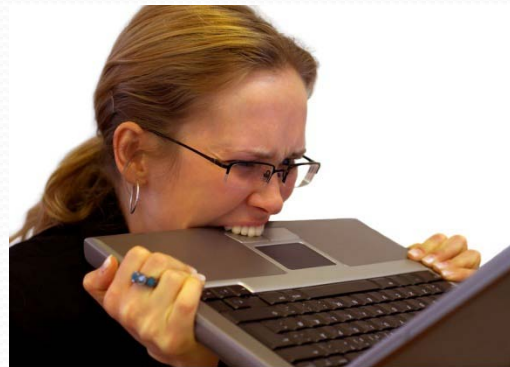
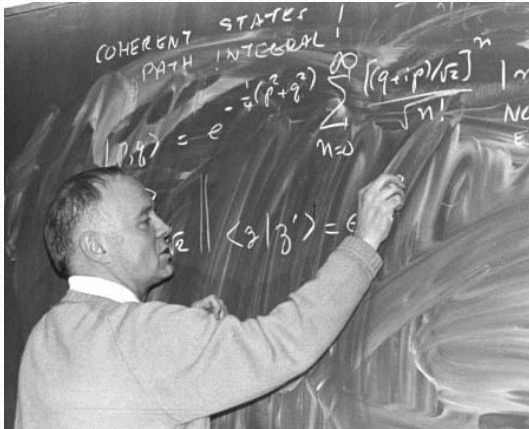
- UPK 3.5.1 - August 2009

---

- FIN 9.0 - April 2009
- HCM 9.0 - October 2008
- EPM 9.0 - October 2008
- OBIEE 10.1.3.4 - April 2009
- Portal 9.0 - November 2007
- Student System – Coming Soon!



# Agenda



Prior to  
UPK

Acquisition  
of UPK

UPK  
Mastery!

# Training Prior to UPK



- Word document job aids
- Disorganized content/formats
- Instructor-led training sessions

## W-2 Reissue Request

### Purpose

This job aid outlines the basic steps to requesting a reissue of your W-2 statement.

### Navigation

Self Service > Payroll and Compensation > W-2 Reissue Request  
Or use the center navigation



### Step 1

To request a reissue of your W-2 statement, review your Tax Address by using the Address Drop Down Box. Select the W2 request year.

Click **Submit**.

### W-2 Reissue Request

Julia Roberts Social Security #: 100-00-0001

---

**Home Address**

P.O. Box 1001  
Tallahassee FL 32316

---

**W-2 Reissue Request**

**W2 Request for year:** 2005

**Select where you want your W-2 delivered:**

Home Address

Mailing Address

Work Location

### Step 2

Click **OK** to confirm your submission was successful.

### Submit Confirmation

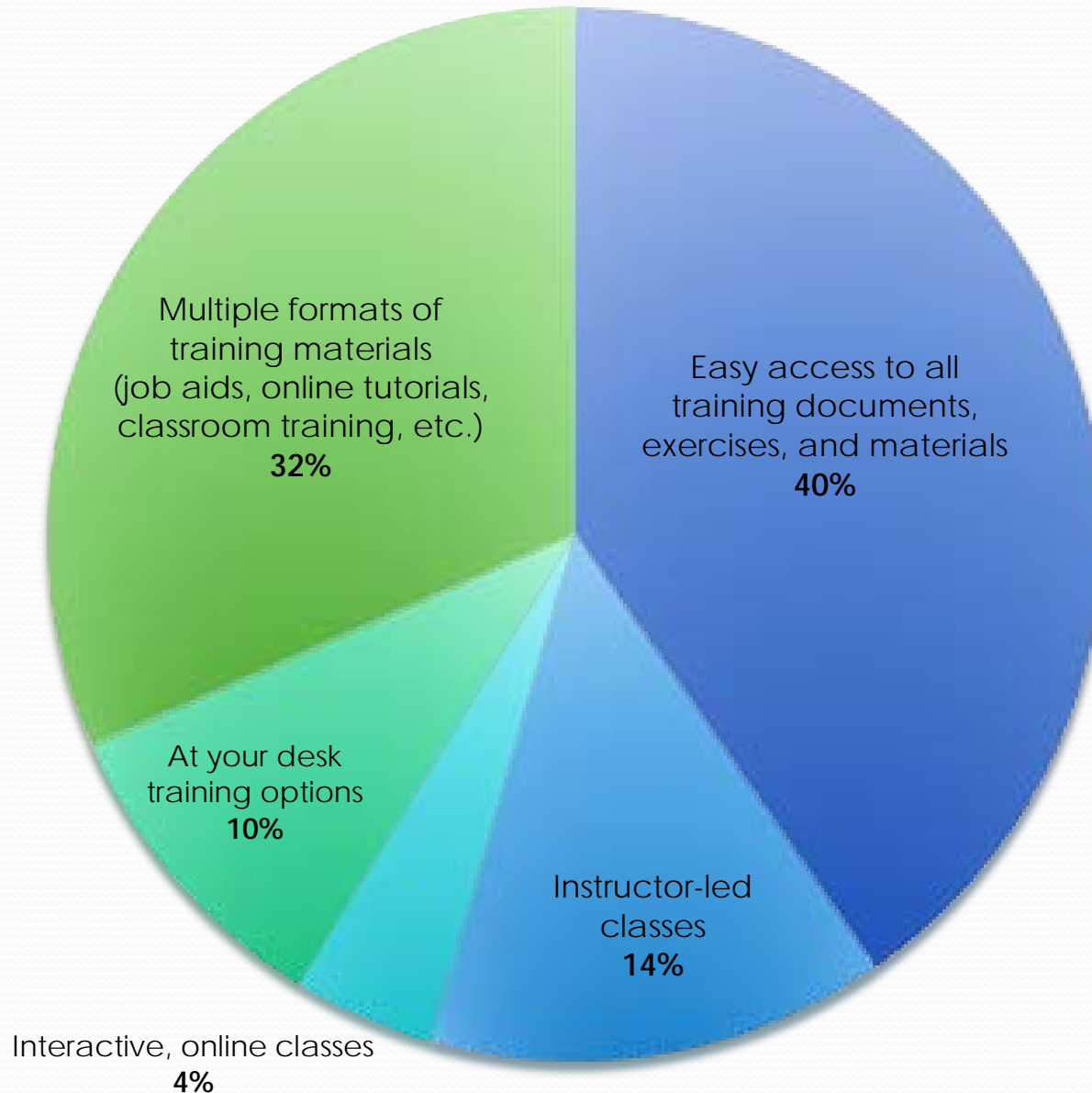
✓ The Submit was successful.



# What Do They Want?



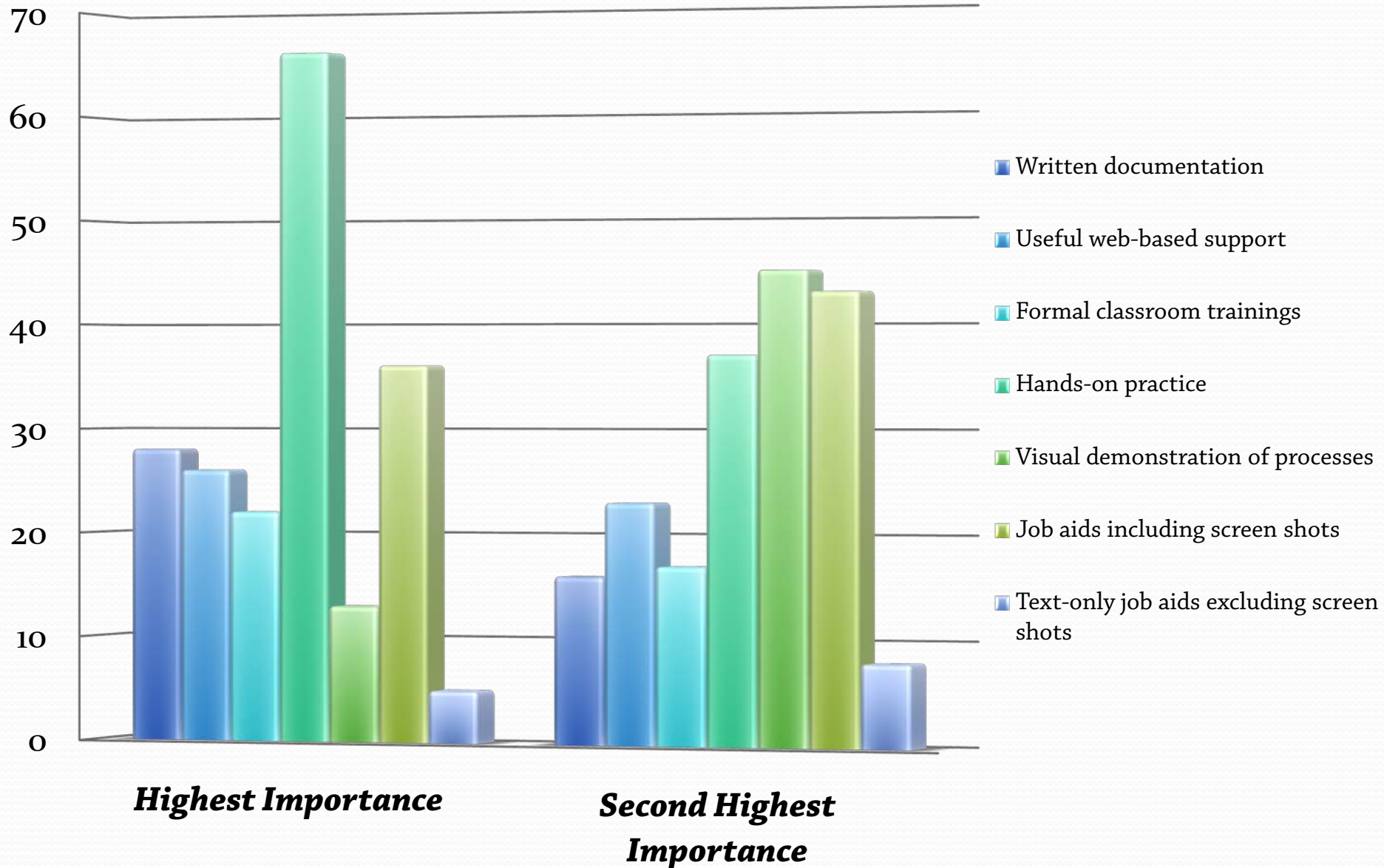
# Aspects of Training of Highest Importance to Survey Participants







# Most Effective Training Tools According to Survey Participants





# So, Now What?



# What is UPK?

---



- Oracle **U**ser **P**roductivity **K**it
  - Software used to record and play simulated online processes
  - Produces multiple publishing formats ***simultaneously***:
    - Simulation modes (See It, Try It, Know It, Do It)
    - Printable guides
    - Testing documents

# Acquisition of UPK



- Limited resources
- Limited developers
- Learning curve
- Limited licenses
- Large need

**The Novice**



# Our UPK Life Cycle





“There's a way  
to do it better—  
find it.”

- Thomas Edison

# Tips & Tricks

---



- Copy & Paste
- Screen Edits
- Auto Recording
- Options
- Time-Savers

# Copy & Paste



- Step 1 – Locate and copy frame

The screenshot shows the 'Topic Editor - Reporting Weekly Elapsed Time' application. The main content area displays a 'Submit Confirmation' message: 'The Submit was successful. Time for the Week of 2010-01-22 to 2010-01-28 is submitted'. Below this is an 'OK' button. A yellow callout box with the text 'Click the OK button to confirm your weekly reporting for elapsed time.' points to the button. On the right, the 'Bubble Properties' and 'Action Properties' panels are visible. At the bottom, a horizontal timeline of colored circles (X, F, X, X, F, X, F, F, F, X, F, F, F, X, F, F, X, F, F, X, F, E) is shown. A red arrow points to a green 'F' circle, which has a context menu open with 'Copy Frames' and 'Paste Frames' options.



# Copy & Paste



- Step 2 – Open new topic, locate placement

Topic Editor - Reporting Weekly Punch Time

File Edit View Go to Insert Delete Help

Jump-in point: Frame ID: 23 Display: Player - See It! / Try It!

**THE FLORIDA STATE UNIVERSITY**  
ONLINE MANAGEMENT OF NETWORKED INFORMATION

Welcome! Home

### Timesheet

Seminole, Susie Employee ID: 000076357  
Job Title: Accounting Assistant Employee Record Number: 1

[Click for Instructions](#)

View By: Week Date: 01/22/2010 Refresh << Previous

Reported Hours: 4.000 Hours Scheduled Hours: 0.000 Hours

From 01/22/2010 to 01/28/2010

| Select | Day | Date | Status         | In        | Out        | In        | Out  | In | Out | Punch Total |
|--------|-----|------|----------------|-----------|------------|-----------|------|----|-----|-------------|
| + -    | Fri | 1/22 | Needs Approval | 8:00:00AM | 12:00:00PM | 1:00:00PM | 1700 |    |     | 4.0         |
| + -    | Sat | 1/23 | New            |           |            |           |      |    |     |             |

Inserts AFTER selected frame.

# Copy & Paste



- Step 3 – Paste!

**Topic Editor - Reporting Weekly Punch Time**

File Edit View Go to Insert Delete Help

Jump-in point: Frame ID: 23 Display: Player - See It! / Try It!

**THE FLORIDA STATE UNIVERSITY**  
ONLINE MANAGEMENT OF NETWORKED INFORMATION

Welcome! Home

### Timesheet

Seminole, Susie Employee ID: 000076357  
Job Title: Accounting Assistant Employee Record Number: 1

[Click for Instructions](#) [Click to Select Employee](#) [sed Timesheet](#)

View By: Week Date: 01/22/2010 Refresh << Previous Week Next Week >>

Reported Hours: 4.000 Hours Scheduled Hours: 0.000 Hours

From 01/22/2010 to 01/28/2010

| Select | Day | Date | Status         | In        | Out        | In        | Out  | In | Out | Punch Total |
|--------|-----|------|----------------|-----------|------------|-----------|------|----|-----|-------------|
| + -    | Fri | 1/22 | Needs Approval | 8:00:00AM | 12:00:00PM | 1:00:00PM | 1700 |    |     | 4.0         |
| + -    | Sat | 1/23 | New            |           |            |           |      |    |     |             |

S F F X X X F F F F F F F F F F F F F F X F X F F X

Copy Frames  
Paste Frames

# Copy & Paste



- Step 4 - Boom!

A screenshot of the 'Topic Editor - Reporting Weekly Punch Time' application. The window title is 'Topic Editor - Reporting Weekly Punch Time'. The menu bar includes 'File', 'Edit', 'View', 'Go to', 'Insert', 'Delete', and 'Help'. The toolbar contains various icons for navigation and editing. The main content area displays the Florida State University logo and the text 'THE FLORIDA STATE UNIVERSITY OMNI - HUMAN RESOURCES'. Below this, there is a 'Welcome!' message and a 'Home' link. A 'Timesheet' section is visible, with a 'Submit Confirmation' message: 'The Submit was successful. Time for the Week of 2010-01-22 to 2010-01-28 is submitted'. A red 'OK' button is highlighted, and a yellow tooltip with the text 'Click the OK button.' is positioned over it. The tooltip has a 'Try It!' button, an 'Actions' link, and a close button. On the right side, there are two property windows: 'Bubble Properties' and 'Action Properties'. The 'Action Properties' window shows 'Left click' as the action, 'PeopleSoft Enterprise' as the application, 'Pushbutton' as the object type, 'OK' as the object name, and '5.0' as the delay time. At the bottom of the window, there is a sequence of colored circles (blue, green, red) representing a sequence of actions or states.

# Copy & Paste Topics

The screenshot displays the UPK Developer interface. The main window is titled "Content - UPK Developer" and shows a tree view on the left under "Employee Self-Service". The tree view includes "Paycheck Activities", "Reporting Time", "Reporting Weekly Elapsed Time", "Reporting Weekly Punch Time", and "Viewing Time". The "Reporting Weekly Punch Time" topic is selected, and a right-click context menu is open over it. A blue speech bubble with the text "Right click on the topic to copy" points to the menu. A red arrow points to the "Copy" option in the menu. The main content area shows the "Reporting Weekly Punch Time Process" page, which contains text about punch time reporting and a yellow highlighted section.

Content - UPK Developer

File Edit View Link Tools Help

Player view

Employee Self-Service

Name

Employee Self-Service

- Paycheck Activities
- Reporting Time
  - Reporting Weekly Elapsed Time
  - Reporting Weekly Punch Time
  - Viewing Time

Reporting Weekly Punch Time Process

will find detailed information about entering time on a Punch Timesheet. Time reporting is for non-exempt OPS employees. As an OPS employee, you must record IN/OUT time on a punch sheet to record your time. You will not have an assigned schedule.

will learn how to report weekly punch time.

th: 3 Minutes

Right click on the section to paste the copied topic

Select Paste Special

The screenshot shows the UPK Developer software interface. On the left, a tree view displays a hierarchy: 'Employee Self-Service' > 'Paycheck Activities' > 'Reporting Time' > 'Reporting View' > 'Reporting View' > 'Viewing Time'. The 'Paycheck Activities' folder is selected, and a context menu is open over it. The menu items are: 'Open', 'Link New Section', 'Link New Topic', 'Link Existing Document', 'Cut', 'Copy', 'Paste', 'Paste Special...', 'Delete Link', 'Rename', 'Expand', 'Collapse', and 'Properties...'. The 'Paste Special...' option is highlighted in yellow. The main content area on the right shows a 'Concept' for 'Paycheck Activities' with a text area containing the following text:

The Tutorial provides information and practice in the following Employee Self-Service activities:

- Viewing Paycheck

Content - UPK Developer

File Edit View Link Tools Help

Player view

Preview: Training Guide

**Employee Self-Service**

Name

- Employee Self-Service
  - Paycheck Activities
  - Reporting Time
    - Reporting Weekly Elapsed Time
    - Reporting Weekly Punch Time
    - Viewing Time

Concept/Introduction for: Paycheck Activities

Concept

/Imp

**Paste Special**

Paste document as:

- Link
- Copy (selection only)
- Duplicate (selection and related)**

Result

Creates a new copy of the selection and all related documents and creates links among the copies.

[View related documents](#)

OK Cancel

On

On

This Service

...ice in the following Employee Self-

- Setting Up Direct Deposit
- Consenting to Electronic W-2
- Viewing Electronic W-2
- Viewing Paycheck

Select "Duplicate" to ensure changes made to one topic does not affect the other.

# Copy & Paste Topics

The screenshot displays the 'Content - UPK Developer' application window. The interface includes a menu bar (File, Edit, View, Link, Tools, Help), a toolbar with various icons, and a 'Preview: Training Guide' dropdown. The main content area is titled 'Employee Self-Service' and shows a tree view on the left and a preview pane on the right. The tree view lists several topics under 'Employee Self-Service', with 'Reporting Weekly Punch Time' highlighted. The preview pane shows the content of this topic, including an 'Overview' section with the title 'Understanding Reporting Weekly Punch Time Process' and an 'Introduction' section with a 'Scenario' and 'Estimated Length' of 3 Minutes. A blue speech bubble points to the 'Reporting Weekly Punch Time' item in the tree view, containing the text: 'Topic now appears in new section to revise as needed.'

Content - UPK Developer

File Edit View Link Tools Help

Player view

Preview: Training Guide

Employee Self-Service

Name

Employee Self-Service

- Paycheck Activities
  - Setting Up Direct Depo...
  - Consenting to Electronic W-2
  - Viewing Electronic W-2
  - Viewing Paycheck
  - Reporting Weekly Punch Time
- Reporting Time
  - Reporting Weekly Elapsed Time
  - Reporting Weekly Punch Time
  - Viewing Time

Reporting Weekly Punch Time

Reporting Weekly Punch Time

Overview:

### Understanding Reporting Weekly Punch Time Process

In this topic, you will find detailed information about entering time on a Punch Timesheet. This method of time reporting is for non-exempt OPS employees. As an OPS employee who is using a timesheet to record IN/OUT time, you will not have an

Introduction

**Scenario:**  
In this topic, you will learn how to report weekly punch time.

**Estimated Length:** 3 Minutes

Topic now appears in new section to revise as needed.

# Start Frame Edit



- Edit/Paint/Snag-It grayed out frames

The screenshot shows the 'Topic Editor - Viewing Time' interface. At the top, there is a menu bar (File, Edit, View, Go to, Insert, Delete, Help) and a toolbar with various icons. Below the menu is a search bar for 'SEARCH FLORIDA STATE' and a 'Display:' dropdown set to 'Player - See It / Try It!'. The main content area features the Florida State University logo and navigation links like 'Employee Central', 'OMNI FINANCIALS 9.0', 'OMNI HR 9.0', 'OMNI e-Market', 'OBI Reporting', and 'FSU Budget Crisis'. A blue callout bubble points to a frame with the text: 'Edit out database and employee name'. A 'Try It!' bubble is overlaid on the 'Viewing Time' scenario, containing text about the scenario and key information. On the right, there are panels for 'Bubble Properties' and 'Action Properties'. At the bottom, a frame edit bar shows a sequence of frames represented by colored circles (green, blue, red, etc.), with a red arrow pointing to the first green circle.



# Start Frame Edit



- Start Frame – Step 1 Go to Next Frame

The screenshot displays the 'Topic Editor - Viewing Time' interface. At the top, there is a menu bar (File, Edit, View, Go to, Insert, Delete, Help) and a toolbar with various navigation icons. Below the toolbar, there are fields for 'Jump-in point:' and 'Frame ID:', with a red arrow pointing to the 'Frame ID' field. The main content area features the Florida State University logo and navigation links. A 'Try It!' popup window is overlaid on the content, displaying the following text:

**Viewing Time**

**Scenario:**  
In this topic, you will learn the steps to view your reported time in a variety of ways, including:

- Payable Time Summary
- Payable Time Detail
- Compensatory Time
- Exceptions

**Key Information:**  
Job Title  
Specific Dates of Interest

**Estimated Length:** 4 Minutes

Press [Enter] to [start](#).

On the right side, the 'Bubble Properties' panel is visible, showing options for 'All key', 'Control key', and 'Shift key', along with fields for 'Application', 'Object type', 'Object name', and 'Delay time (s)' set to 8.0. At the bottom of the window, a navigation bar contains a sequence of colored circles (green, blue, red) representing different frames or sections.

# Start Frame Edit



- Step 2 – Edit screenshot

The screenshot shows the 'Topic Editor - Viewing Time' application window. The main content area displays a web page for 'THE FLORIDA STATE UNIVERSITY QNA'. A red arrow points to a search icon in the top right corner of the page. A blue callout bubble with the text 'Icon no longer grayed out' is positioned next to the arrow. A yellow tooltip box is also visible over the 'Human Resources 9.0' link, containing the text 'Try it! Click the Human Resources 9.0 link.' The right side of the window shows the 'Bubble Properties' and 'Action Properties' panels. The 'Action Properties' panel shows 'Object type: Hyperlink' and 'Object name: Human Resources 9.0'. At the bottom of the window, there is a navigation bar with a sequence of colored circles (S, F, F, F, F, F, X, F, F, F, F, X, F, X, X, X, X, F, F, X, F, F, X, F, E).

# Start Frame Edit



## • Step 3 – Edit as needed

A screenshot of the Snagit Editor software interface. The window title is "Snagit Editor - D\_W\_-00f56bff76cf433f87d3faca855fd8c9\_159.bmp". The menu bar includes File, Edit, View, Image, Colors, Effects, and Help. The toolbar contains icons for New, Open, Save, Print, Preview, Send E-Mail, Previous, Next, and Delete. Below the toolbar is a "Paint Tools" palette with various drawing tools. The main canvas displays a web page titled "THE FLORIDA STATE UNIVERSITY ONLINE MANAGEMENT OF NETWORKED INFORMATION QNA". The page header includes the university logo, the text "Welcome! Seminole, Susie", and a search bar labeled "SEARCH FLORIDA STATE". The page content is organized into several sections: "Employee Central" with links for Financials, HR / Payroll, and Resources and Applications; "OMNI FINANCIALS 9.0" with a link to "Financials 9.0"; "OMNI HR 9.0" with a link to "Human Resources 9.0"; "OMNI e-Market" with a link to "OMNI e-Market"; "OBI Reporting" with a link to "OBI Reporting"; and "FSU Budget Crisis Committee" with a red exclamation mark icon and text indicating an important update. A blue speech bubble with the text "Make changes and close" points to the "Financials 9.0" link. The status bar at the bottom shows "1024x768x24-bit", "0,0 1024x768", and "100%".

# Start Frame Edit



## • Step 4 – Save & Close

A screenshot of the SnagIt Editor software interface. The main window displays a screenshot of the Florida State University website. A blue speech bubble with white text says "Save (Do Not 'Save As')". Overlaid on the screenshot is a yellow warning dialog box with the text: "The document: C:\DOCUME~1\kshearer\LOCAL5~1\Temp\SnagIt\SnagIt(Editor)\D\_W\_~00f56bff76cf433f87d3faca855fd8c9\_159.bmp has changed. Do you want to save the changes?". The dialog box has "Yes", "No", and "Cancel" buttons. The background website shows the Florida State University logo, a search bar, and various navigation links like "Employee Central", "OMNI FINANCIALS 9.0", "View Paycheck", "Personal Information Summary", "Email Addresses", "Home and Mailing Address", "Timesheet", "W-4 Information", "W-2/W-2c Consent", "View/Print W2 Forms", "W-2 Reissue Request", "Certify Effort", "Resources and Applications", and "FSU Budget Crisis Committee". The status bar at the bottom shows "1024x768x24-bit" and "0,0 1024x768 100%".

# Start Frame Edit



- Step 5 – Automatically imports changes into UPK!

The screenshot shows the 'Topic Editor - Viewing Time' application window. The main content area displays a web page for 'THE FLORIDA STATE UNIVERSITY ONLINE MANAGEMENT OF NETWORKED INFORMATION'. The page has a dark red header with the university logo and a search bar. Below the header, there are several content blocks: 'Employee Central' with links for Financials, HR/Payroll, and Resources; 'OMNI FINANCIALS 9.0'; 'OMNI HR 9.0' with a 'Human Resources 9.0' link highlighted in red; 'OMNI e-Market'; 'OBI Reporting'; and 'FSU Budget Crisis Committee'. A tooltip with the text 'Try It! Click the Human Resources 9.0 link.' is positioned over the red link. On the right side, there are two panels: 'Bubble Properties' and 'Action Properties'. The 'Action Properties' panel shows settings for a left-click action, including 'Application: PeopleSoft Enterprise', 'Object type: Hyperlink', 'Object name: Human Resources 9.0', and 'Delay time (s): 5.0'. At the bottom of the window, there is a timeline with a sequence of colored circles (red, green, blue) and 'X' marks, representing a sequence of events or actions.

# End Frame Edit



The screenshot shows the "Topic Editor - Viewing Time" application window. The main content area displays a congratulatory message: "Congratulations! You have completed this topic." A blue callout bubble points to an "Edit screenshot icon" in the toolbar. A "Try It!" dialog box is also visible, containing the same congratulatory message and the instruction "Press [Enter] to finish." The interface includes a menu on the left, a search bar at the top, and a frame navigation bar at the bottom with icons labeled S, F, X, and E. A red arrow points to the "E" icon in the frame navigation bar.

Topic Editor - Viewing Time

File Edit View Go to Insert Delete Help

Jump-in point: Frame ID: 4 Display: Player - See It! / Try It!

SEARCH FLORIDA STATE

Web Search

Home Worklist Favorites S

**Menu**

Search:

- My Favorites
- Self Service
- Effort Reporting
- Manager Self Service
- eORR Online Role Request
- Recruiting
- Workforce Administration
- Benefits
- Compensation
- Time and Labor
- Payroll for North America
- Workforce Development
- Organizational Development
- Workforce Monitoring
- Set Up HRMS
- Set Up SACR
- Worklist
- Tree Manager
- Reporting Tools
- PeopleTools
- OMNI Portal Home
- Careers
- My Personalizations
- My System Profile

**Bubble Properties**

Conratulations!  
You have completed this topic.

**Action Properties**

Alt key Control key Shift key

Application:

Object type:

Object name:

Delay time (s): 5.0

**Try It!** Actions

Viewing Time

Conratulations!  
You have completed this topic.

Press [Enter] to [finish](#).

S F F F F F X F F F F X F X X X X F F X F F X F E

# Automatic Recording

---



- Only available in 3.5 + versions
- Setup: Tools > Options > Recorder
- Record screens **without** pressing “PrintScreen” between each step!

# Automatic Recording



The screenshot shows the 'Content - UPK Developer' application window. The 'Tools' menu is open, and the 'Options...' option is highlighted in yellow. A red arrow points to this option. The main area displays a table of objects with columns for Name, Last Modified Date, Type, and Roles.

| Name                       | Last Modified Date  | Type     | Roles |
|----------------------------|---------------------|----------|-------|
| Import                     |                     |          |       |
| System                     |                     |          |       |
| Trash                      |                     |          |       |
| Budget Reports             | 9/9/2009 4:24:25 PM | Section  |       |
| Department Representatives | 9/9/2009 4:24:26 PM | Section  |       |
| Departmental Ledgers       | 9/9/2009 4:24:26 PM | Section  |       |
| Financials                 | 9/9/2009 4:24:26 PM | Module   |       |
| HR Central Office          | 9/9/2009 4:24:26 PM | Module   |       |
| Human Resources Activities | 9/9/2009 4:24:27 PM | Module   |       |
| Inventory                  | 9/9/2009 4:24:27 PM | Section  |       |
| Job Information            | 9/9/2009 4:24:28 PM | Section  |       |
| Job Information            | 9/9/2009 4:24:28 PM | Section  |       |
| OMNI BI Reporting          | 9/9/2009 4:24:28 PM | Module   |       |
| OMNI FI                    | 9/9/2009 4:24:29 PM | Web Page |       |
| OMNI Financials            | 9/9/2009 4:24:29 PM | Module   |       |
| OMNI Human Resources       | 9/9/2009 4:24:30 PM | Module   |       |
| OMNI Security              | 9/9/2009 4:24:30 PM | Module   |       |
| OMNI Security              | 9/9/2009 4:24:31 PM | Section  |       |
| OMNI Security              | 9/9/2009 4:24:31 PM | Section  |       |
| OMNI Training              | 9/9/2009 4:24:32 PM | Module   |       |
| Payroll and Compensation   | 9/9/2009 4:24:32 PM | Section  |       |
| Payroll Processing USA     | 9/9/2009 4:24:32 PM | Section  |       |
| Self Service               | 9/9/2009 4:24:33 PM | Section  |       |

23 objects



# Automatic Recording



The screenshot shows the 'Content - UPK Developer' application window. The 'Library' pane on the left lists folders: Import, System, and Trash. The main area displays a table with columns for Name, Last Modified Date, Type, and Roles. The 'Options' dialog box is open, showing the 'Recorder' category selected in the left-hand tree. The 'Recorder' section has two radio buttons: 'Manually record screenshots' (unselected) and 'Automatically record screenshots' (selected). Below this, there is a 'Recorder screenshot key' section with a dropdown menu set to 'PrintScreen' and checkboxes for 'Alt', 'Ctrl', and 'Shift'. A text box indicates a 'Time (in seconds) to hide recorder window before screen capture:' set to '1'. At the bottom, there are buttons for 'Restore Defaults', 'OK', 'Cancel', and 'Apply'. A blue speech bubble points to the 'Automatically record screenshots' option with the text 'Turn on Automatic'. Another blue speech bubble points to the 'Recorder' option in the left-hand tree with the text 'On bottom "Recorder" option page'. The status bar at the bottom left shows '23 objects'.

Turn on Automatic

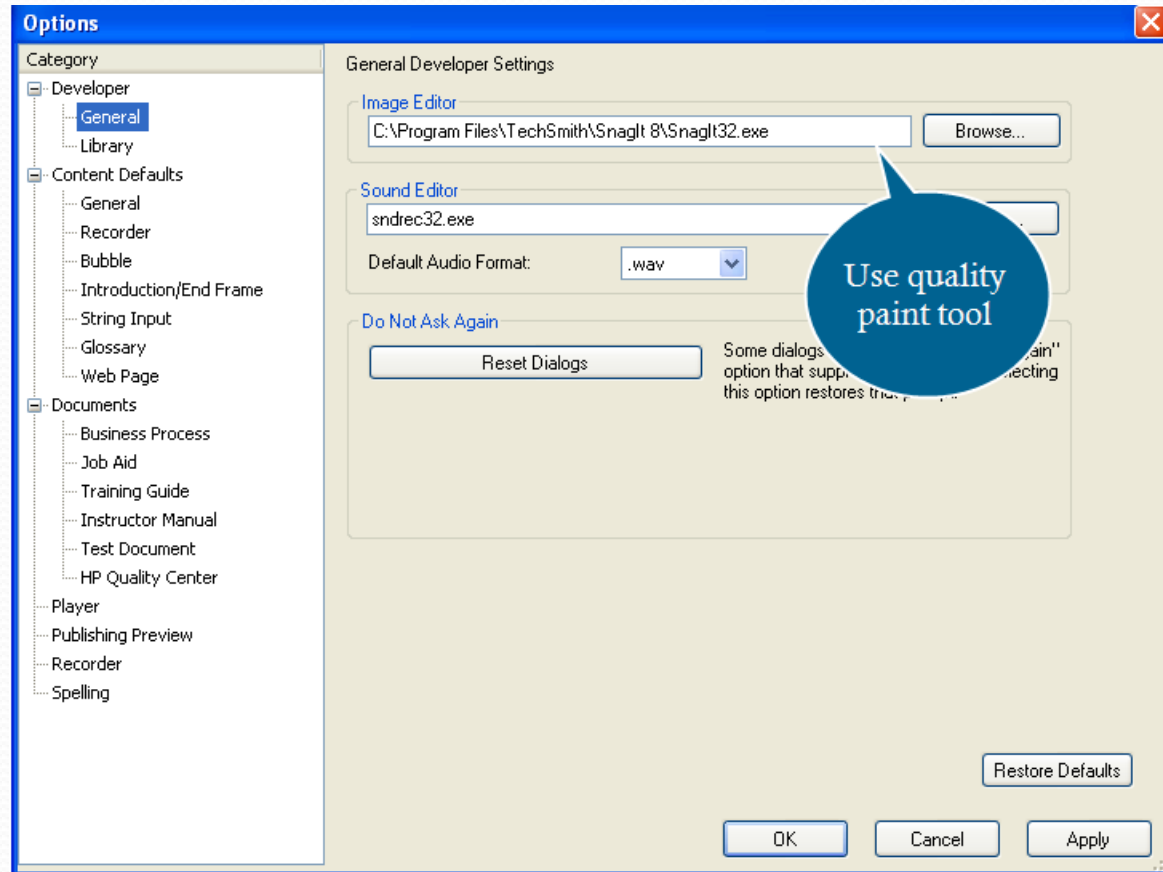
On bottom "Recorder" option page

23 objects

# Options



- Developer
  - Image Editor
- Auto-populates Paint as Image Editor



# Options



- Content Defaults
  - Screen Resolution
  - Frame Delay
  - Text (Font, size)

**Options**

Category

- Developer
  - General
  - Library
- Content Defaults
  - General**
  - Recorder
  - Bubble
  - Introduction/End Frame
  - String Input
  - Glossary
  - Web Page
- Documents
  - Business Process
  - Job Aid
  - Training Guide
  - Instructor Manual
  - Test Document
  - HP Quality Center
- Player
- Publishing Preview
- Recorder
- Spelling

General

Language: English

Template: Standard - English

Screen resolution: 1024 x 768

See It! Options

Frame delay: 7.0

Know It? Options

Required percentage: 80 %

Remediation options:

- Level 1 - User told to try again.
- Level 2 - User provided with instructions.
- Level 3 - User provided with instructions plus action area.

Set screen resolution

Set frame delay (seconds)

# Time Savers



## *Before Recording*

- Preparation!
- Map out navigation
- Outline Example
- Address Errors

## *While Recording*

- Minimize Tool Tips
- Protect employee confidentiality
- Scrolls/highlights

## *Editing*

- Edit screen shots before inserting explanations
- Copy and paste
- Snag-It shortcuts

# And the Reward...

---



# Benefits of UPK

---



- Reduces Development Time
  - Simple creation of procedures
  - Produces relevant, simulated experiences
  - Delivers content in multiple formats from a single recording session
  - Designed for non-technical, subject matter experts
  - Automatically records text for each recorded step
  - Automates repetitive PeopleSoft terminology

# Benefits of UPK

---



- Reduces Costs
  - Replaced the need for HR training database
  - Equips staff to confidently perform daily tasks
  - Enables just-in-time training accessibility
  - Reduces frequency staff are out-of-office for training
  - Supports and encourages individualized, self-paced learning
  - Eliminates wait time between classroom trainings
  - Reduces need for printed paper
  - Reduces the need for repetitive attendance in training sessions for users who experience difficulty completing tasks
  - Integrates off-site campuses and staff

# Benefits of UPK

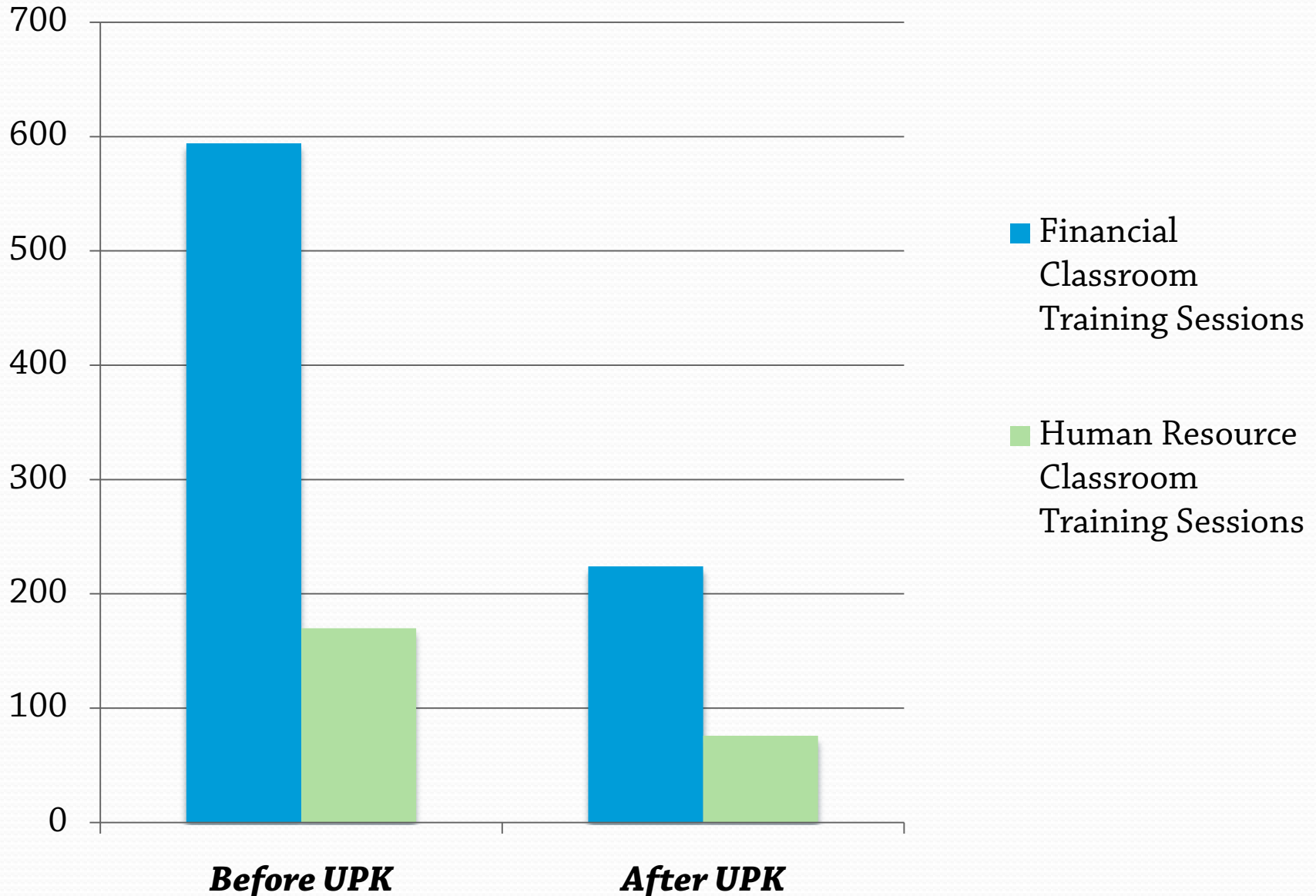
---



- Improves Results
  - Enables mobile just-in-time problem-solving
  - Directs users to relevant content via PeopleSoft Help links and object recognition
  - Emphasizes “whole picture” knowledge through integration of business policies, other related information, glossaries, etc. within content
  - Builds user confidence
  - Protects confidential data

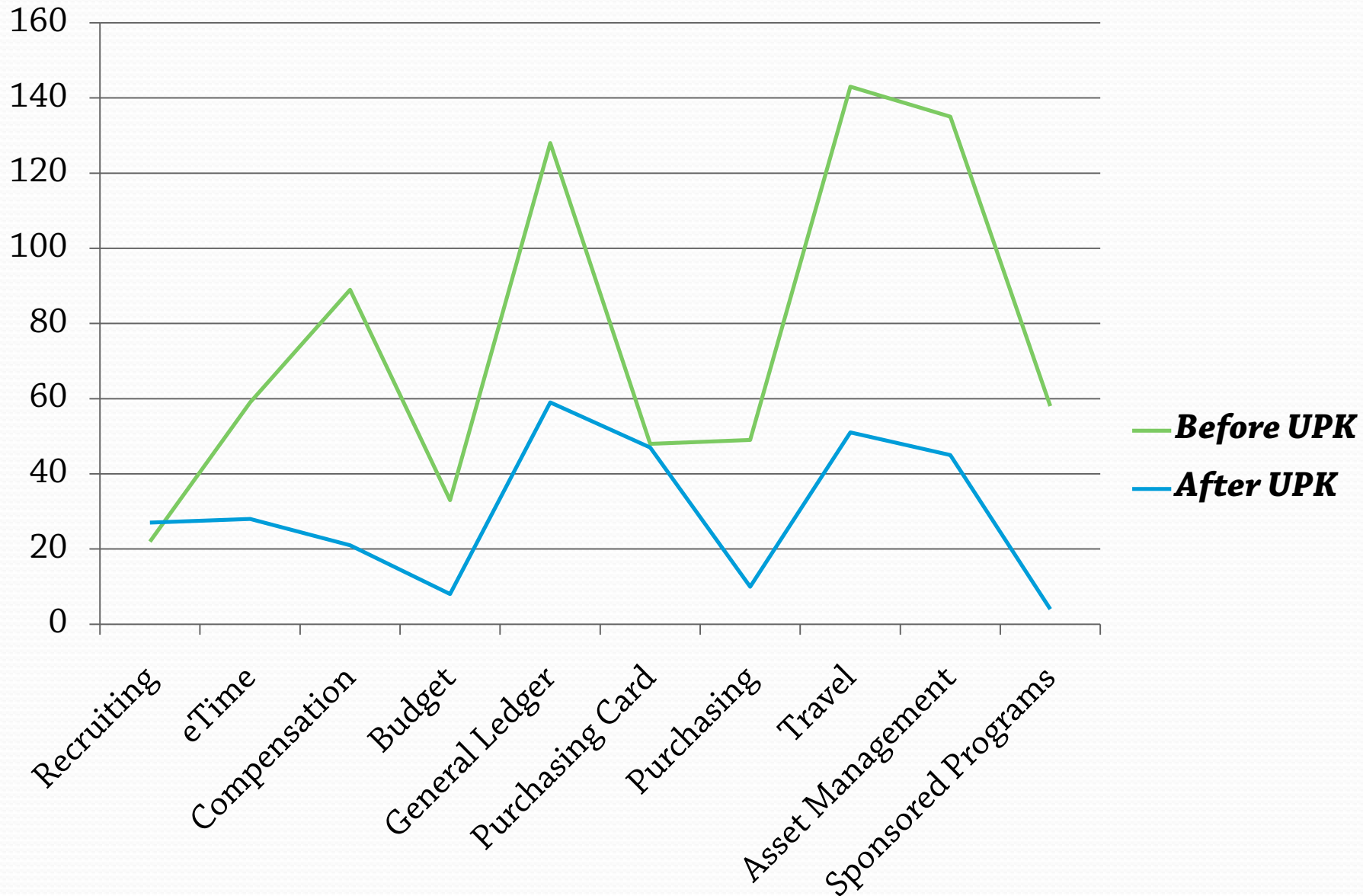


# Classroom Training Attendance



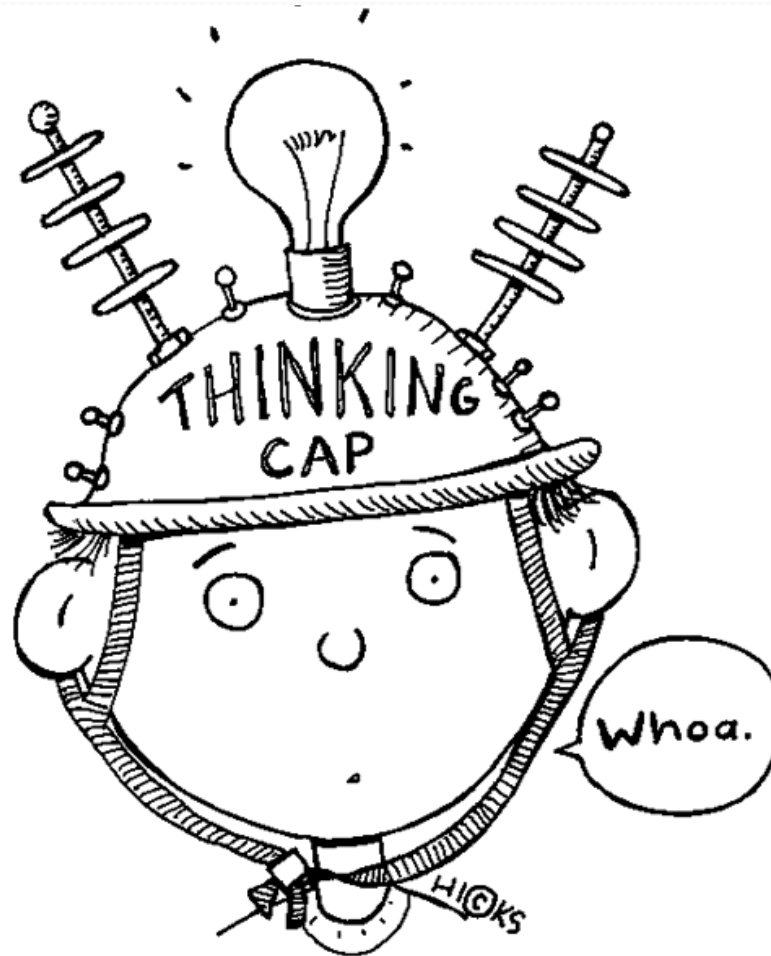


# Classroom Training Attendance



# Consider This...

---



# Things to Think About

---



- Imbedded Logos
- Standards
- Content Development Workflow
- Centralized Training Website
  - UPK links
  - Printable step-by-step guides
  - Classroom training registration
  - Security roles information
  - Help ticketing system links
  - FAQ's
  - Contact Information

# Caution

---

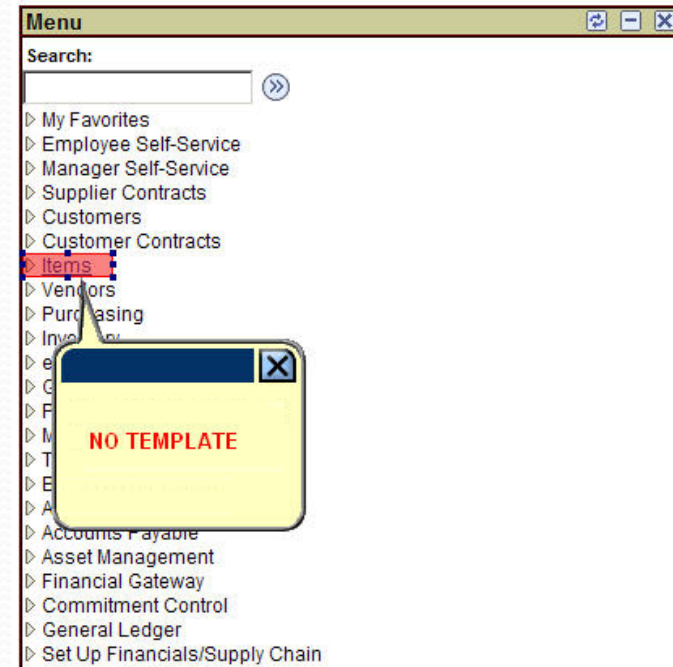


- Limited Browser Compatibility
  - Required Browser & Settings for Do It mode
- Miscellaneous Known Issues
  - Network/Domain-related
  - Dual monitors
  - Snag-It
  - Know It mode bubble placement
  - Multiple Installed UPK Versions

# Resources



- [My Oracle Support](#)
- HEUG Listserv/Peers/Contacts
- Oracle UPK Forums
  - “No Template”
  - “UPK unexpectedly terminated”
  - “Profile already in use”
  - Print It mode download errors



# FSU Resources

---



- Developer How To Guides
- Florida State University UPK Standards
- [Florida State Training Website](#)
- [UPK Browser Compatibility Chart](#)



Questions?



# Contact Information

---



***Kelley Barton***

E-mail: *ksbarton@admin.fsu.edu*

Phone: 850.645.1473



---

This presentation and all Alliance 2010 presentations are available for download from the Conference Site

Presentations from previous meetings are also available