

User Productivity Kit (UPK) Content Maintenance Model (CMM)

DATASHEET

The alignment of UPK content to ensure your training documentation provides an accurate representation of your system is crucial.

The different outputs delivered in UPK can be used to ensure streamlined collaboration by every member of your Project Team, each supporting a different phase of your Project. UPK alleviates the arduous task of documenting as changes are signed off, as well as providing an array of deliverables to support process documentation, testing, training and support.

However, if the development of UPK content isn't 'owned' within your business, it is unlikely to keep pace as your application undergoes continuous configuration. As your application embeds across your organisation it is necessary to continuously enhance its functionality. Every improvement needs to be reflected in your UPK content.

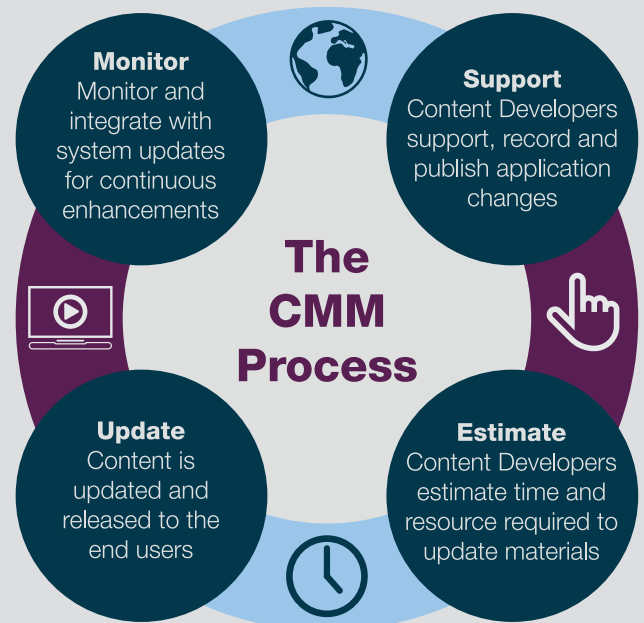
Whilst the development and continued maintenance is not particularly difficult, until your UPK Developer(s) has sufficient exposure to the technology in order to become proficient, it can be time consuming.

Our UPK Content Maintenance Model (CMM) was introduced to help overcome these challenges. It offers an efficient and risk-free UPK Content Development Service.

CMM ensures you have access to experienced and proficient Content Developers to support, record and publish your application configuration changes

as required. This flexible and accelerated service ensures the usual documentation overhead is dramatically reduced.

Once a change request is received, our UPK Content Development team will provide an estimate of the time required. Details of any dependencies necessary to update the materials, to reflect the changes or the reconfiguration, will also be provided.



About Larmer Brown

Larmer Brown's primary business objective is to help organisations realise the desired business benefit from their software applications, through the implementation of content development and training delivery programs. We have been working with Oracle's User Productivity Kit (UPK) since 1994.