

# Context Sensitive Help Document Management System for Stanford University



## Background

Located in the heart of Silicon Valley, Stanford University is recognized as one of the world's leading research and teaching institutions.

Stanford is unusual among great universities in having seven schools on one campus: Humanities and Sciences, Law, Medicine, Business, Earth Sciences, Engineering and Education.

Estuate has implemented Oracle User Productivity Kit (UPK) at Stanford University. Oracle UPK provides a collaborative development environment to create system-related assets—"People-to-System" documentation. With the ability to produce multiple outputs through a single recording session, Oracle UPK reduces content development time and cost. More than 400 end users are using context-sensitive help for Stanford's Commitment Management System, an application built for managing financial commitments across departments. Moreover, almost all Stanford employees use UPK help for PeopleSoft Time and Labor implemented by Estuate.

## Business Challenge

Customization of UPK and addition of several enhancements to meet Stanford's requirements.

## The Estuate Solution

- Ability to restart, rewind and fast-forward the UPK topic in See It Mode. Most of UPK's competitors (Captive, Camtasia Viewlet Builder and Wink) have scroll bars to control the training topic. But, out-of-the-box UPK does not allow users to go back to the previous screen or move forward to the next screen. Estuate has added this feature and implemented it at Stanford to improve usability.
- Context-sensitive help. Stanford's Commitment Management System is a custom application built using Oracle Application Framework (OAF). In order to provide context-sensitive help, we have built custom screens using OAF.
- Print It and Read It modes. Stanford uses UPK 3.1 version with See It, Try It, Know It and Do It modes for users. At Stanford, we realized that there was a pressing need for users to Print and Read the help guidelines. We introduced a context-sensitive Print It mode so that users can view the Job Aids and print them. Print It mode links to the Job Aid delivered by UPK.

## Business Impact

- Enhanced features provide more flexibility to a learner
- Introduction of Read It mode, which is linked to HTML pages from UPK.
- New version of UPK (3.5.1) is packaged with Print It mode.
- End users prefer this mode of training
- Stanford eliminated the cost and drudgery of classroom training for key applications as a result of UPK customizations

## Get Started Today

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