

RWD
uPerform[®]
express



RWD uPerform[®] Express Product Overview



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INTRODUCTION

Organizations in today's knowledge-based economy and global business environment are faced with several challenges as they look to maximize workforce performance. These challenges include increasingly complex and diverse enterprise applications; a diverse and fluid workforce; and the effect of over 70 million baby boomers facing retirement in the next decade, many of whom will walk out the door with decades of accrued organizational knowledge and experience that has not been captured.

Responding to these challenges in the near-term is a competitive imperative and requires not only immediate action, but also the process of laying the foundation to enable ongoing growth.

To address these challenges, organizations are becoming increasingly aware that how you create, organize, and deliver your unstructured intellectual capital (for example, documents, spreadsheets, presentations) is key. Enhanced management of your corporate knowledge assets is directly related to your ability to maximize performance and drive business success.

A SOLUTION TO THE PERFORMANCE PROBLEM

The mission of RWD uPerform® Express is simple: maximize workforce performance and, consequently, your organization's bottom line.

RWD uPerform Express addresses the use of complex technical applications, the challenges of enabling a diverse workforce, and the loss of accrued organizational knowledge by providing the tools to capture and retrieve knowledge.

What are some of the results organizations can expect to see from using RWD uPerform Express to manage the knowledge lifecycle?

- A smarter, more efficient, and more productive workforce
- A tool that values your people and respects their time by automating mundane tasks
- A system that prepares your organization for continued change by capturing your current knowledge and enabling you to easily incorporate ongoing changes and deliver updated content

HOW RWD uPERFORM EXPRESS EMPOWERS YOUR WORKFORCE AND YOUR BUSINESS

Empowering Your Authors

RWD uPerform Express automates the process of creating the performance support materials your users need to do their jobs effectively. For online help and training procedures, authors simply record the desired application(s) and push that information to the web for rapid dissemination. To produce conceptual information and assessment tests, authors use the embedded eLearning editor to create eLearning courses. To provide a comprehensive collection of tasks and processes, authors can create printable student guides. In addition, authors can create course packages by combining documents and courses in a specific order for presentation to the user via an LMS. Published procedures and courses can be automatically organized according to role, process, business area, or other designation.

Empowering Your End Users

Your end users need task-level information that is accurate, relevant, and just-in-time. Moreover, they need quick access to the entire knowledge store that contains all the necessary information for success in their roles. RWD uPerform Express not only provides online, context-sensitive help, but also gives users a complete electronic performance support system (EPSS) to access procedures and courses.

Empowering Your Business

Authors who spend less time performing mundane tasks will have more time to create and deliver content to your users. Users who find the right information during task execution will complete tasks more quickly. Both segments of your workforce will contribute more to your bottom line.

THE RWD STORY: PROVEN DEPENDABILITY, CONTINUING INNOVATION

For more than 20 years, RWD has been a partner to numerous organizations in the effort to improve workforce performance. We have helped customers around the globe, in multiple industries, maximize their employees' performance.

RWD brings to our customers' table expertise in the fields of documentation and training development, learning management, change management, eLearning, and instructional design. This expertise not only enables our consulting practice, but also forms the foundation of our

product toolset. Our industry-leading application, RWD Info Pak®, was the thought leader in documentation acceleration and is used by more than 1,900 customers. Since the release of Info Pak more than 10 years ago, RWD has amassed a record of continuing product enhancements and robust customer support.

COMPLETING THE EXCELLENCE LIFECYCLE

For a diverse workforce that needs to acquire and share knowledge to perform optimally, RWD uPerform® Express expedites content creation and the delivery of performance support to your users.

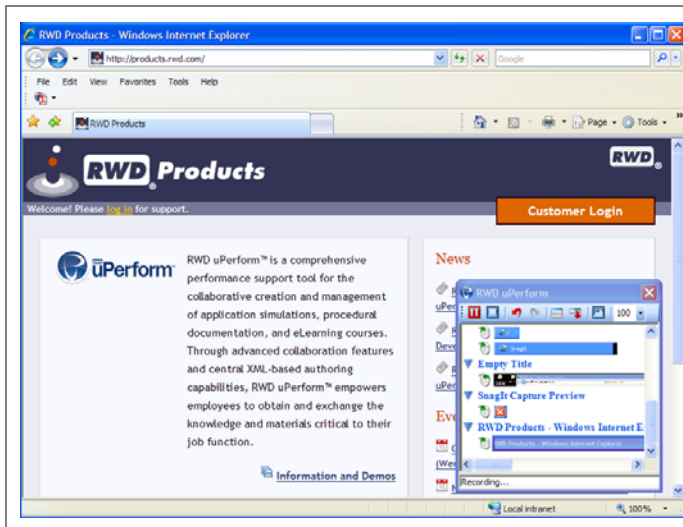
What can RWD uPerform Express do for your organization? Let's think about your workforce and the main phases of the knowledge creation and delivery processes. You have authors, administrators, and users who are involved in the following major phases:

1. Create
2. Publish
3. Share

For each of these phases, RWD uPerform Express provides specific functionality and features.

CREATE

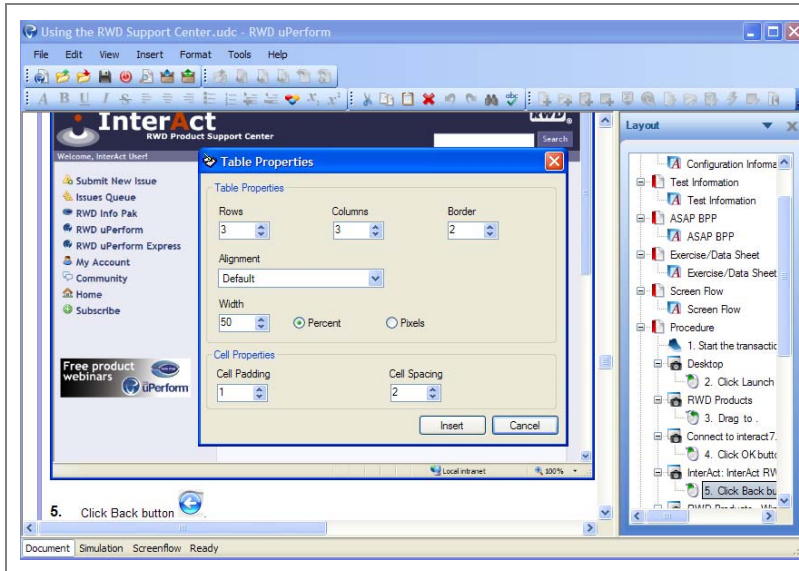
From the RWD uPerform Express interface, the author begins a recording session to capture his actions in a Microsoft Windows application (for example, SAP, Oracle, Siebel, web browsers, or other Windows applications). The recorder watches the author's actions as he clicks on buttons or enters data in fields. During recording, a real-time preview of the recorded actions is displayed.



Record web-based and Microsoft Windows® applications and enterprise applications.

Capture menu selections, data entry, and mouse clicks.

After the initial recording session is completed, RWD uPerform Express provides the author with a complete editing environment to edit the content as either a simulation or as a document. The authoring team can modify the standard delivered template to control format and layout of content, or they can create new custom templates to incorporate specific business needs. Editing options include inserting, copying, and pasting steps, screens, and notes. Edits made to one view are automatically applied to the other view as appropriate.

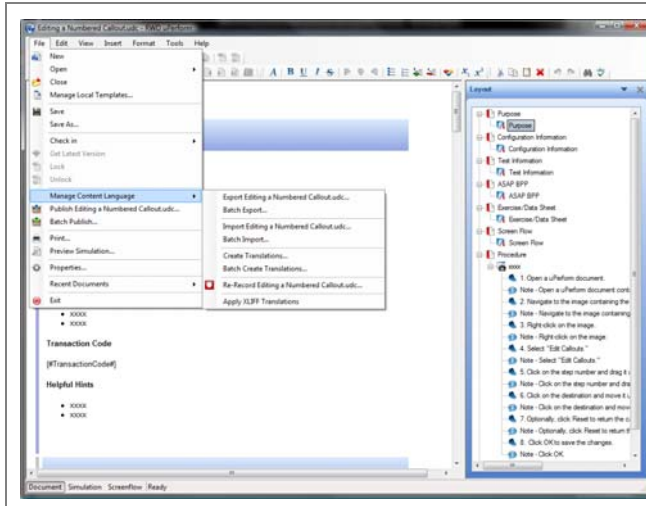


Take advantage of robust editing functionality to insert and edit steps, notes, tables, and tooltips.

Create your own templates to customize content.

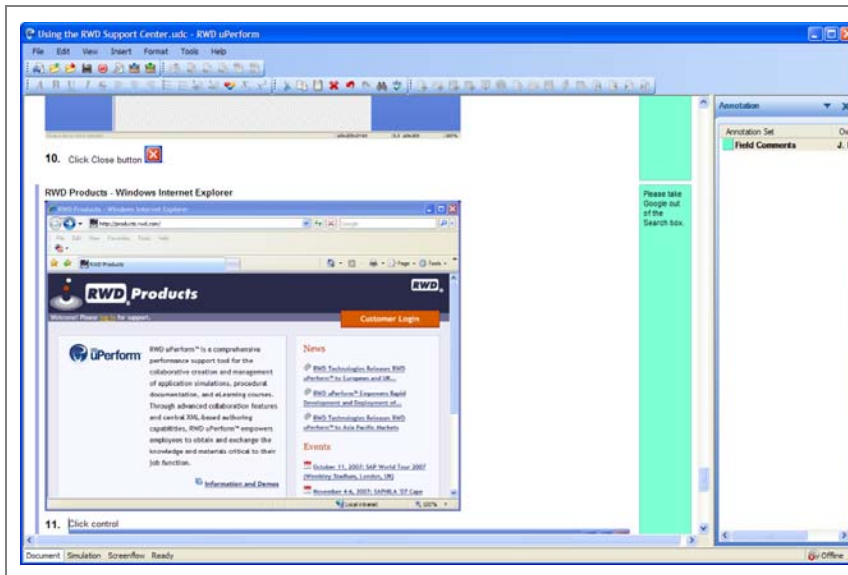
In addition to the document and simulation views, the author can also display a graphical flow diagram. The diagram shows the procedural flow of the current document. As the author modifies the steps and screens in the document or simulation view, the flow diagram automatically updates to reflect the current procedural flow.

After editing is complete, the author can use translation functionality to create multiple translations of original content. The author can export .xlf files, make any necessary modifications to language-specific content, and import the edited files. In addition, guided re-record functionality provides a script for authors to use to easily create new language content based on an initial recording.



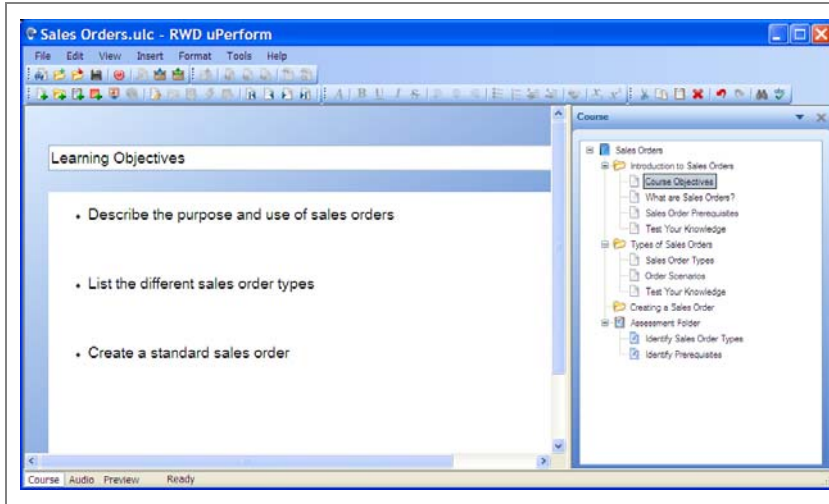
Use translation and Re-Record functionality to create multiple translated documents from an original source.

As part of the creation process, reviewers can add comments for the author. Comments are displayed as colored annotations adjacent to the content and are not visible to the users.



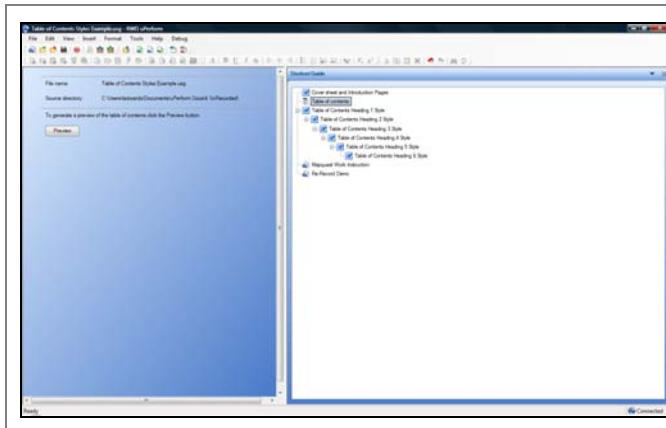
Create annotation sets to capture reviewer comments.

Authors can rapidly create and deliver eLearning courses that include conceptual information, graphics, audio, pop-ups, and self-check and assessment tests. Augmenting RWD uPerform Express procedures with eLearning content allows authors to provide a rich and comprehensive learning experience to end users.



Incorporate conceptual information, graphics, audio, and tests into rich eLearning content.

Authors can create student guides that combine concepts, procedures, and exercises related to a series of tasks or a process. By combining related information into one booklet, you can provide your end users with an easily printable collection of relevant content.



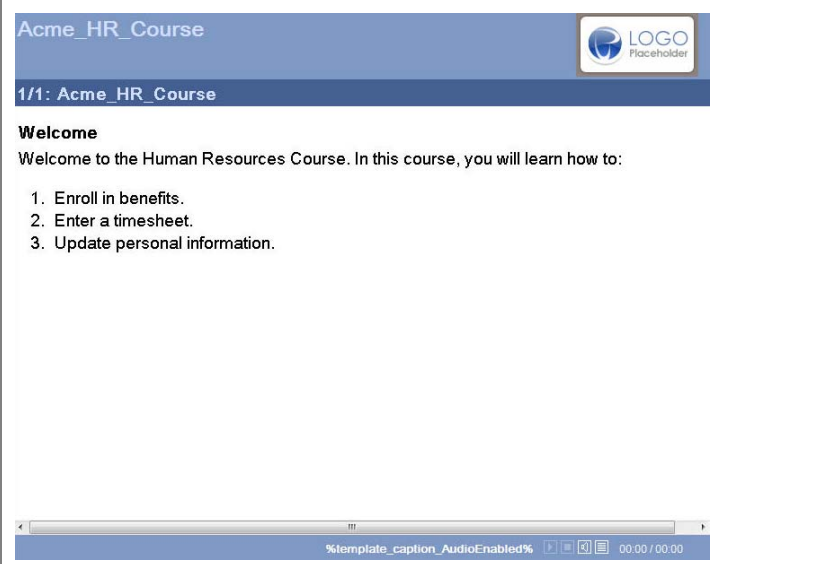
Incorporate RWD uPerform source files and Microsoft Word documents into a student guide.

Authors can create also course packages that publish multiple uPerform content files into a single master SCORM package for import into an LMS. Content files can be organized in the order they will be presented to the end user.

RWD uPerform Express also provides functionality to manage glossary terms and definitions across the project and to automatically push out new definitions into existing documents.

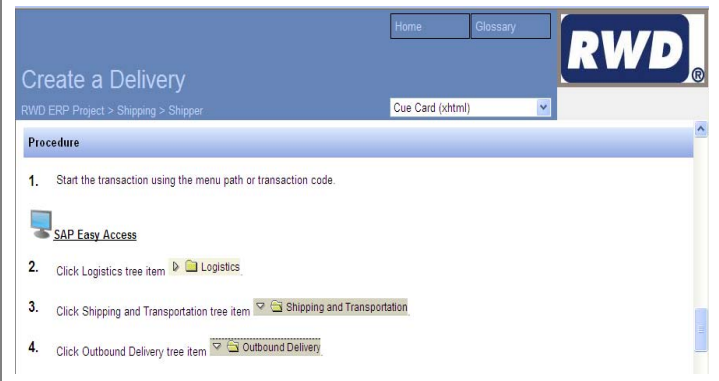
PUBLISH

One of the final steps in performance support is the task of publishing content to users. The author can publish content to a variety of types and formats to preview and quality check the final display of materials. Authors can select from types such as work instruction, cue card, simulation, or course and formats such as PDF, HTML, Word, PowerPoint, or Flash.



 <p>Acme_HR_Course</p> <p>1/1: Acme_HR_Course</p> <p>Welcome Welcome to the Human Resources Course. In this course, you will learn how to:</p> <ol style="list-style-type: none">1. Enroll in benefits.2. Enter a timesheet.3. Update personal information.	<p><i>Publish RWD uPerform content to support self-paced and classroom training and an online help system.</i></p>
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SHARE

RWD uPerform Express can be used to easily create an electronic performance support website that is organized based on the hierarchy you have specified. This website provides access to documents, simulations, eLearning courses, and other content.



The screenshot shows a web browser window displaying the RWD uPerform Express interface. The page title is "Create a Delivery". The breadcrumb navigation shows "RWD ERP Project > Shipping > Shipper". There are navigation buttons for "Home" and "Glossary" in the top right. A dropdown menu is set to "Cue Card (xhtml)". The main content area is titled "Procedure" and contains a list of four steps:

1. Start the transaction using the menu path or transaction code.
2. Click Logistics tree item  Logistics
3. Click Shipping and Transportation tree item  Shipping and Transportation
4. Click Outbound Delivery tree item  Outbound Delivery

Each step includes a small icon representing the menu item. A help overlay is visible on the right side of the screenshot, containing the text: *Provide performance support to your users from a standard web browser.*

The most direct and effective help link possible is one from a particular application task to the relevant help document. End users can receive context-sensitive help from SAP, Microsoft Windows- and web-based applications, Oracle E-Business, Siebel, and PeopleSoft. The help displayed directly correlates to the task that the user is attempting to perform within the application. The help content is displayed in a stay-on-top mode to allow end users to refer to their procedural help and work in their application screens simultaneously.

PRODUCT FUNCTIONS IN DETAIL

CONTENT CREATION

<p>Recording Documents and Simulations</p>	<p>Record both a document and a simulation in one session.</p> <p>Record standard Microsoft Windows and Internet Explorer-based applications.</p> <p>Record the SAP GUI (HTML and Windows) and the SAP Enterprise Portal.</p> <p>Record the Oracle GUI.</p> <p>Record the PeopleSoft GUI.</p> <p>Capture actions across a series of applications or in a selected target application.</p> <p>Undo and redo actions while recording.</p> <p>Preview the sequence of recorded actions while recording.</p>
<p>Create eLearning Courses</p>	<p>Create eLearning courses that incorporate conceptual information, assessment objects, MP3 audio, and pop-ups.</p> <p>Use stencils to ensure consistent content and layout.</p> <p>Select assessment questions from a pool of questions, and provide correct/incorrect feedback for each assessment question.</p> <p>Import Microsoft PowerPoint content into a course.</p> <p>Import a single, self-contained Flash file (.swf) into a course page.</p> <p>Print the eLearning course storyboard.</p> <p>Create an adaptive end user experience using branches.</p> <p>Adjust aspect ratios on a course page.</p> <p>Switch stencils while preserving page content.</p>
<p>Create Student Guides</p>	<p>Create a printable collection of relevant content for end users.</p> <p>Insert uPerform source files and Microsoft Word files.</p> <p>Publish to Word format, and print for distribution.</p>
<p>Create Course Packages</p>	<p>Publish multiple uPerform content files to one master SCORM package.</p> <p>Insert uPerform source files.</p> <p>Publish to .zip format for import into an LMS.</p>
<p>Editing</p>	<p>Insert consistently-formatted steps, notes, and tables.</p> <p>Use annotations to provide inline comments.</p> <p>Customize templates to ensure consistency and maintain standards.</p> <p>Drag-and-drop pages and folders to rearrange course content.</p> <p>Modify the look-and-feel of standard sections and/or create new custom document layouts.</p> <p>Provide spell-checking capability.</p> <p>Automatically create a screenflow of the entire procedure in the document.</p>

<p>Term and Definition Management</p>	<p>Maintain a glossary of terms and definitions (one definition per term).</p> <p>Create synonym(s) for a term.</p> <p>Distribute definitions throughout documents.</p> <p>Search for a glossary term.</p> <p>Publish and integrate the glossary into the end user website.</p> <p>Store the glossary on a network location to enable access by authors and administrators.</p>
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CONTENT DISTRIBUTION

<p>Publishing</p>	<p>Publish to multiple output types (Exercise, Cue Card, Work Instruction, Quick Reference, Simulation, eLearning course, Course Package, Test Script).</p> <p>Create custom publish types.</p> <p>Publish to multiple formats (PDF, HTML, Word, PowerPoint, Flash).</p> <p>Publish simulations in four output modes — Auto Playback, Standard, Self Test, and Assessment.</p> <p>Select from various skins and formats to customize the published eLearning course.</p> <p>Batch publish multiple output types and formats in unattended mode.</p> <p>Use express publish to output only updated content.</p> <p>Incorporate simulations and eLearning courses into a learning management system (LMS).</p>
<p>Website Development and Display</p>	<p>Automatically organize the website based upon properties of the document, simulation, or eLearning course.</p> <p>Organize the website by functional area, business process, job role, or other categorization.</p> <p>Incorporate links to non-uPerform Express documents and websites.</p> <p>Customize the website display via industry-standard XML and XSL technologies.</p> <p>Link content to multiple navigation points within the website.</p> <p>Display the route from the homepage to the current page.</p> <p>Store the website on a network location to enable access by end users.</p>

END USER EXPERIENCE

<p>Online Help (via Help Launchpad for SAP)</p>	<p>Launch any type or format of content to provide transaction-sensitive help for individual SAP transactions or screens.</p> <p>Enable content to stay-on-top of all desktop applications.</p> <p>Allow display of multiple items for one transaction or one item for multiple transactions.</p> <p>Deliver content for specific logon, language, company code, business area, SAP application client, SAP instance.</p> <p>Send training-related alert messages to end users based upon transaction.</p> <p>Generate text and graphical statistics reports on end user help usage.</p> <p>Collect statistics information anonymously or with user id.</p> <p>Incorporate backup help servers, load balancing, and lock out mechanisms.</p>
<p>Online Help for Oracle and Microsoft Windows- and web-based applications</p>	<p>Launch any type or format of content to provide context-sensitive help for Oracle or Microsoft Windows- and web-based based applications.</p> <p>Enable content to stay-on-top of all desktop applications.</p>

ARCHITECTURE

<p>Technical Specifications</p>	<p>Compatible with Microsoft Windows XP, Microsoft Windows Vista Business, and Windows 7 Professional or Enterprise in the authoring environment. (Viewing of content by end users is supported in Windows XP, Windows Vista, and Windows 7.)</p> <p>Record standard Microsoft® Windows and Internet Explorer-based applications; the SAP GUI (HTML and Windows), as well as SAP Enterprise Portal 6.0 and 7.0; Oracle 11i and 12 E-Business Suite; and PeopleSoft 8.8 SP1 GUI.</p> <p>Leverage XML formatting and capabilities for content structure.</p> <p>Conform to AICC 2.2, SCORM 1.2 or SCORM 2004 for simulation and eLearning content.</p> <p>Display content using the Firefox 3.0 and 3.5 and Internet Explorer 7.0, or 8.0 web browsers.</p>
<p>Language Support</p>	<p>User interface and customizable boilerplate text available in the following languages: Bulgarian, Catalan, Chinese (Traditional and Simplified), Czech, Danish, Dutch (Belgium), Dutch (Netherlands), English (US), English (UK), Finnish, French (Canada), French (France), German, Greek, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Romanian, Russian, Spanish, Swedish, Thai, Turkish.</p> <p>Ability to export, edit, and import documents for translation.</p> <p>Use guided Re-Record to create multiple translated documents from an originally recorded document.</p>
<p>User Interface</p>	<p>Access all the tools needed to create and publish content from one application.</p>

SUPPORT

Product Support Desk	Help desk support available in North and South America, Europe, Australia, and Japan.
Support Website	Support website in English with news and technical information, FAQs, and user manuals.
Documentation	Complete user manuals and online help available in US English, French, and German.
Training	Professional training, conducted by experienced content developers, available.
User Group	Active user group community available via online discussion forums and yearly conference event.
Professional Services	Additional professional services available (based on RWD's experience with over 500 ERP implementations).



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