

# ORACLE TUTOR

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### WHY DOCUMENT PROCEDURES?

- Increase staff productivity
- Reengineer or improve business practices
- Implement new or upgrade existing applications
- Train new hires or new divisions
- Comply with regulatory/quality programs (Sarbanes-Oxley, ISO 9000, etc.)
- Reduce audit costs

### TUTOR MODEL DOCUMENTS

- help solve critical application implementation issues
- are complete documents, including flowcharts
- are easy to modify to reflect your business practices
- accelerate the writing process (you don't have to write from scratch)
- are fully integrated (for example, purchasing is mapped to AP)
- reflect a standard, easy to read format

"In terms of cost savings, centralized management of documentation, easy manageability, improved operational efficiencies and leveraged user skills, Oracle Tutor has been wonderful."

Coy Sable, Brunswick  
Communications Team Leader

*Oracle® Tutor provides organizations with powerful tools to develop, deploy, and maintain end-user business process documentation. Tutor includes a repository of model process, procedure, and support document content that can be readily modified to reflect your company's unique business processes. The result is a set of job-specific desk manuals that are easy to update and deploy online.*

### Increase worker productivity

Organizations perform most efficiently when employees understand how to do their jobs in an appropriate fashion. The Tutor tools, model documents, and process development methodology provide the means to develop and deploy documentation which informs the employee community on the right way to do their work in your environment. Accurate process documentation and role based training decrease lost time as well as support requirements.

### Document for any regulatory compliance initiative

Documented end-user procedures are the best way to communicate job performance expectations and are a significant part of a company's readiness to meet new standards for corporate governance. Integration of all of your business procedures and how well they are supported by cohesive business applications merits serious consideration. While documented procedures alone cannot enforce corporate governance, they are a necessary component of compliance. Increasing the visibility and improving the control of your business practices through documentation will better prepare your organization for the remainder of the Sarbanes-Oxley attestation audit process. Documented business procedures are the first step in corporate governance!

### Implement new business applications

#### Transition New Business Processes to Your End-Users

Nothing is more critical to the success of your applications implementation than the buy-in and performance of end-users. Ultimately, each user needs to know how to apply specific application functionality within the context of your company's unique policies and procedures. Oracle Tutor is an authoring and publishing tool combined with a repository of model business procedures for business applications that focus on the human component of a new technology implementation. Serving as the bridge between implementation project teams and end-users, Tutor makes it easier to quickly create, customize, and maintain process documentation, training, and reference materials for all of your business applications.

TUTOR AUTHOR:

- Guides you through the writing process (helps you identify and organize critical information)
- Has a short learning curve, thanks to its Microsoft Word interface (if you know Word, you know Author)
- Automatically determines the required distribution for a procedure
- Automates flowchart generation
- Allows you to hyperlink documents by simply underlining text (no lengthy paths or server names)
- Provides a complete methodology—the do's and don'ts of procedure writing
- Provides a writing methodology that helps you identify and organize procedures and their corresponding support information
- Provides predefined document types that support the organization of this information

"Tutor offered us two clear business benefits. It would reduce the burden on our department of dealing with a lot of fairly routine queries. But importantly, it would also help us provide a better service to our end users."

Alan Womack, Finance System Manager at BT Europe

**Streamline Implementation Efforts**

Tutor's repository of model procedures gives you a window into how applications can work in your company. This makes it a valuable tool for refining your overall efficiency during the analysis, design, and documentation stages of an implementation.

Using our online repository of model business procedures, you can quickly tailor step-by-step instructions to reflect the way you'll use various applications in your business. With the lion's share of the work already done, Tutor transforms what was once a cumbersome and time-consuming task into a simple editing exercise. Rather than documenting future business practices from scratch, Tutor provides your implementation project team with a time saving springboard.

Using Tutor to document specific key business practices, create customized training materials, and build job-role related training and reference materials, you'll be better prepared to transition new applications to your end-users.

**Provide Content on Your Intranet**

Giving everyone in your company instant access to detailed company-specific policies, procedures, and support documents makes it easier to adopt new ways of doing business. Because these end user materials are centrally maintained, you can be sure every employee will access only the most up-to-date business process information. Role based desk manuals help employees find the documentation which is specific to their jobs.



Figure1. Desk Manual Index

**Turn Every Desk into a Self-Service Reference Center**

With Tutor, complete, up-to-date reference materials are always available, either on-line or in print, making it easy for your users to adopt the new way of doing

WITH TUTOR PUBLISHER:

- Find gaps or inconsistencies in your documents with Publisher's cross reference and audit reports
- Create on-line or printed policy & procedure manuals in minutes
- Give any employee an individually-tailored desk manual (online or printed) containing every policy and procedure needed for his or her job
- Incorporate and distribute document changes instantly to each affected person in your organization
- Banish the "What version are you using?" problem once and for all—Publisher uses only the current, approved version of each source document and makes only that version available
- Simplify your document distribution system—Publisher creates the distribution lists for you, ending guesswork and making this tedious but crucial administrative chore a breeze
- Pursue Sarbanes-Oxley, ISO-9000, and other quality assurance certifications with confidence—using Publisher ensures that everyone has the documents they need and that every one of those documents is current, correct, and consistent

"Tutor has been a very positive tool for us. It has been used for all the training and all the documentation for each one of our implementations. We Tutor for Oracle AND non Oracle issues."

Bill Lawson, VP and CIO of Ametek

business. With Tutor, place desk manuals on any file or web server, allowing users to choose their job title and access information specific to how to do their job.

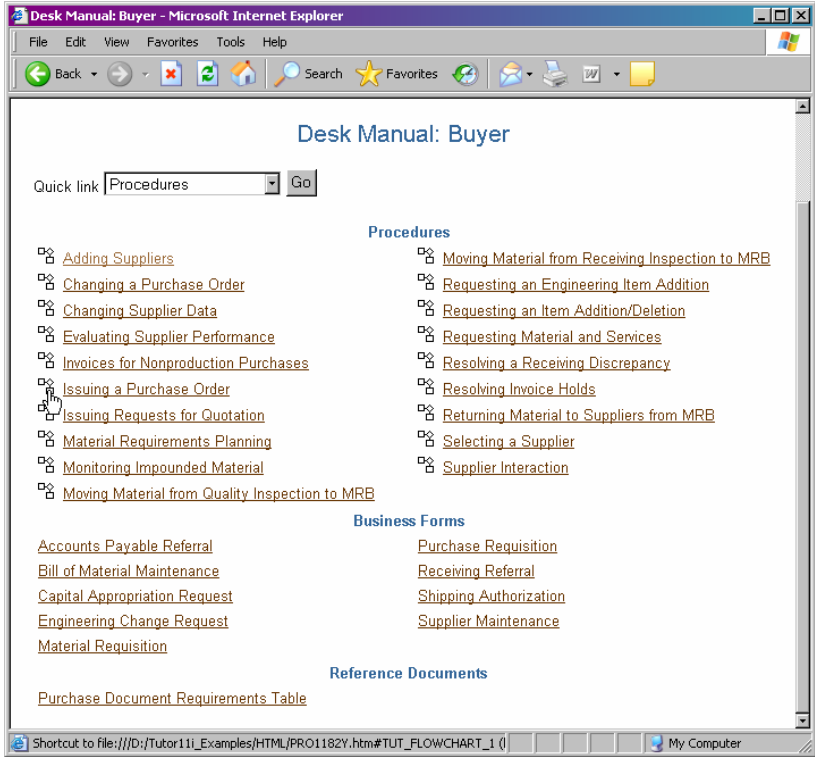


Figure2. Desk Manual for Buyer

Access Flowcharts in One Click from the Desk Manual

End users who get "stuck" can call up a visual flowchart of the entire procedure to get back on track.

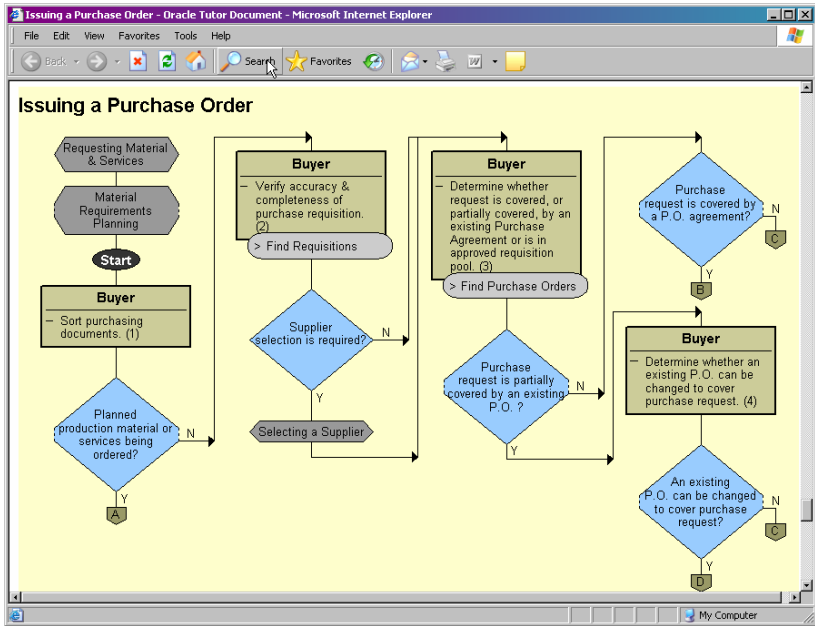


Figure 3: Tutor generated flowchart

TUTOR METHODOLOGY PROVIDES:

- Rapid customization of documents via collaborative techniques
- Smooth roll-out following a proven method
- Improvements broadcast to affected employees via updated formal documents
- Standardize business processes across organizations
- Continuous improvement by scheduled audits and as needed maintenance
- High return on investment due to:
  - accurate process based training materials
  - reduced errors
  - less re-work devoted to document maintenance

See Step-By-Step Procedures by Clicking a Specific Task of a Flowcharts

Clicking on a specific task will present users with step-by-step instructions. Unlike one time traditional classes or even custom in-house courses, Tutor will keep supporting your applications end-users after the initial training is complete.

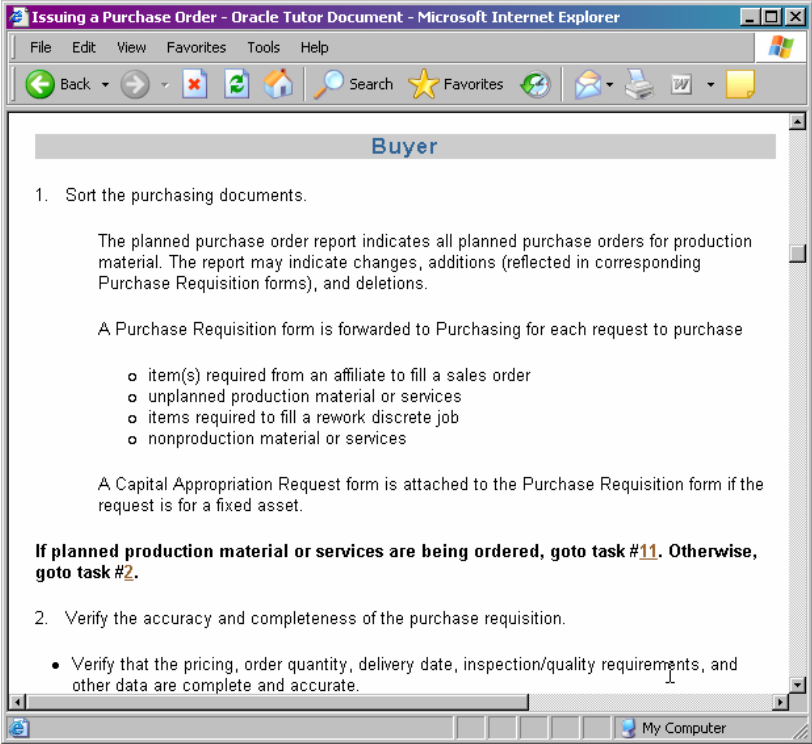


Figure 4. Procedure task detail

The Oracle Tutor Solution

Oracle Tutor's integrated set of procedures and software tools offer companies a solution to quickly document, deploy, and maintain critical business procedures and training materials to help employees achieve compliance. Oracle Tutor is comprised of the following components:

- **Tutor model documents** are complete documents that provide a starting point. Document "owners" edit the models instead of creating documents from scratch.
- **Tutor software tools** are used to keep documents up-to-date and to distribute them on a need-to-know basis.
  - Author, with Microsoft Word, is used to create and edit documents quickly and easily. Start by modifying Tutor's model business procedures to include your company's information. In addition to being a valuable tool for analysis and design of your business practices, your resulting documented business procedures are the basis for end-user training and ongoing reference.
  - Publisher is used to (1) ensure document integrity through the generation of special cross-reference reports, (2) package process documents in desk manuals (online or printed) by job title, (3) build student and instructor guides by job title or topic. Once your procedures have been through an audit

"We decided to link Oracle Tutor to departmental procedures, and link it to ISO 9000. It provides us with the regulatory information, and it makes sure our materials are kept up to date."

Des Halliday, UK Project Manager, Xerox Corporation

and approval cycle, you can use Tutor Publisher to automatically generate and maintain job-specific Desk Manuals which provide the most current information on policies, procedures, and system instructions, all easily accessible online or in print.

**The Tutor method** defines all aspects of the documentation process:

- The content, format, and layout of the different document types
- The relationship between documents
- The process by which documents are created and maintained
- The process by which documents are distributed and used for training and reference purposes

### **Oracle Will Be With You Every Step Of The Way**

To support your Tutor implementation, Oracle University offers a series of workshops designed to guide you through the process of documenting and publishing your procedures.

Oracle-facilitated [Procedure Editing Workshops](#) assist in the documenting process with the following results:

- Your company uses internal resources (far less expensive than hiring consultants to write your procedures for you).
- Oracle consultants train your staff and create a plan that will allow for easy execution and reduced number of hours to complete.
- Conflicts of interest are eliminated. Should your company decide to change auditors in the future, your options won't be as limited and the documentation is "owned" by your company – rather than the auditing firm walking out the door.
- Attestation is faster and cheaper since all documents are standardized in a common format and completely integrated.
- Documents are considered 'live', that is, changes can be done internally on an on-going basis, without having to pay expensive consultants to come in to "re-do" them.

The primary challenge for companies faced with documenting procedures is to realize that they can do their corporate governance documentation in-house, with existing resources, using Oracle Tutor. There are over 1,000 Oracle Tutor customers worldwide that have used Tutor to create, distribute, and maintain their business procedures. This is easily accomplished because of Tutor's:

- Ease of use by those who have to write procedures (Microsoft Word based authoring)
- Ease of company-wide implementation (complex document management activities are centralized)
- Ease of use by end users who have to follow the procedures (play script format)
- Ease of access by remote users (web-enabled)

**GET STARTED!!****TUTOR SOFTWARE PROVIDES:**

- A short learning curve using Microsoft Word
- Flowcharting in one click
- HTML conversion in one click
- Cross reference reports
- Desk manuals and student guides in one click

**RELATED PRODUCTS:**

- User Productivity Kit (UPK)
- Oracle Content Services
- Internal Controls Manager
- User Productivity Kit
- Oracle Learning Management

**RELATED SERVICES:**

The following on site, hands on workshops are available from Oracle University:

- Tutor Orientation
- Procedure Editing
- Author & Publisher training
- Courseware Editing & Creation
- Online Help Editing
- Audit and Maintenance

**System Requirements for Publishing PC****Hardware**

- A minimum 266 Pentium personal or multimedia computer
- 128 megabytes (MB) of RAM minimum
- 1 GB hard drive space
- CD-ROM drive
- VGA or higher-resolution video adapter (Super VGA, 256-color or higher recommended)
- Mouse or compatible pointing device

**Software**

- Windows 2000/XP/NT 4.0 (NT requires service pack 6a or later)
- Microsoft Office 2000/XP/2003
- Adobe Acrobat 6.0/7.0 (this is a full default installation of Adobe Acrobat, not simply an installation of Acrobat Reader)
- Any antivirus program capable of detecting Word macro viruses; for example, Norton Antivirus
- A java-compliant web browser that supports cascading style sheets, for example Netscape 4.0 or higher or Internet Explorer 5.0 or higher
- \*Note that Oracle Tutor supports documents written in the following languages, as well as these language versions of Windows and Microsoft Office:
  - English
  - Western European
  - French Canadian (Author's user interface is available in this language)
  - Eastern European
  - Simplified Chinese (Author's user interface is available in this language)
  - Traditional Chinese (Author's user interface is available in this language)
  - Japanese (Author's user interface is available in this language)
  - Korean (Author's user interface is available in this language)

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