



Oracle Guided Learning

For PeopleSoft



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ORACLE

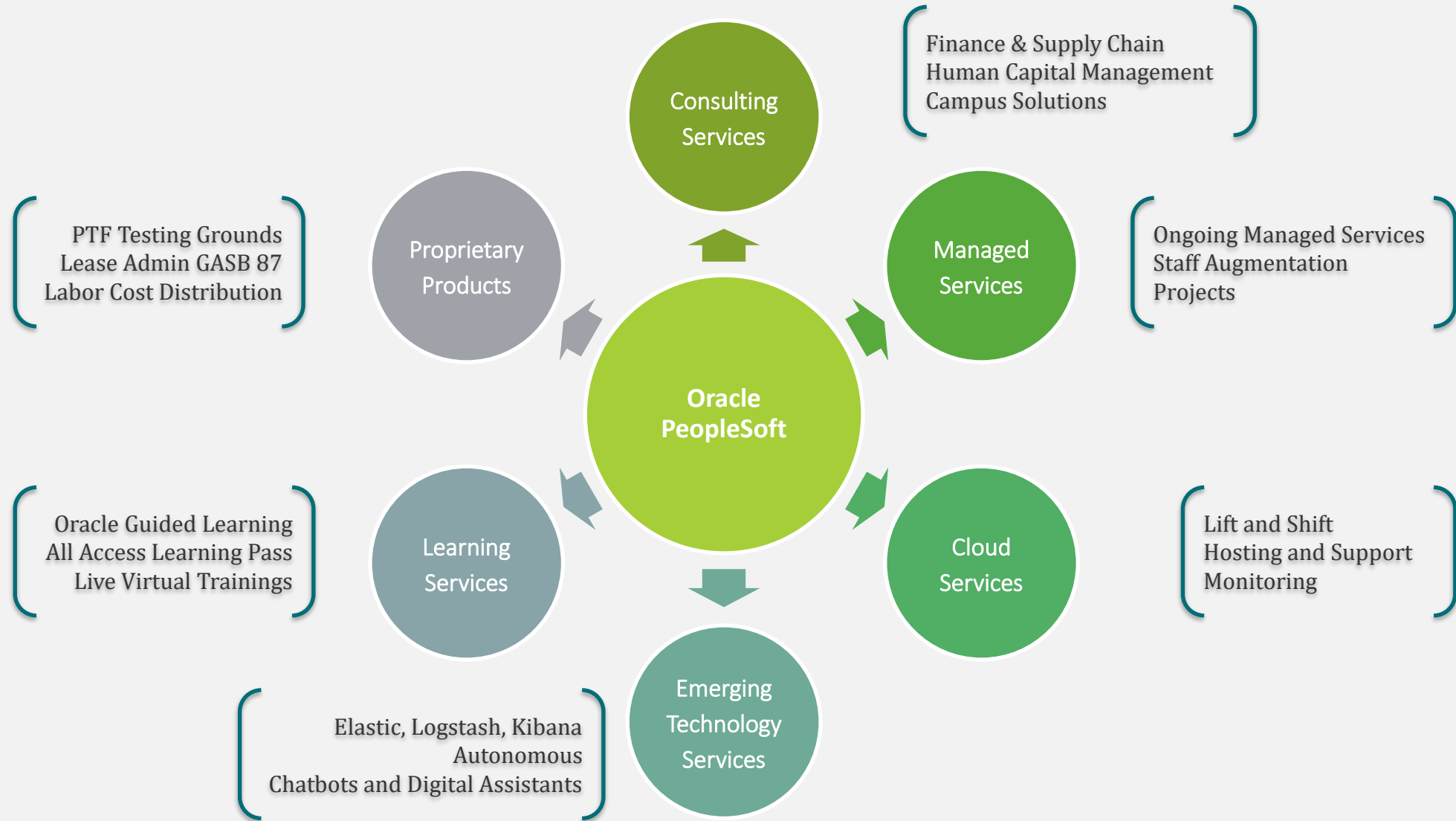
Oracle Customer Success Services

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ORACLE
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<p>Since joining Oracle's Partner Program in 2006, SpearMC was elevated to Platinum Partner level in 2017 and to Oracle Applications Managed Partner in 2018.</p>	<p>SpearMC is an authorized PeopleSoft Resale Partner, allowing us to resell, host and finance PeopleSoft at steep discounts.</p>	<p>SpearMC is an authorized Oracle EPM Cloud, Analytics and Hyperion Resale and Implementation Partner.</p>
<p>SpearMC is an authorized Oracle Cloud Infrastructure (OCI) Resale Partner and North America's only PeopleSoft Partner recognized by Gartner for OCI Professional and Managed Services.</p>	<p>SpearMC is an authorized Oracle University Education Reseller and PeopleSoft Training Provider. We are the sole PeopleSoft Partner authorized to resell and implement Oracle Guided Learning.</p>	<p>Reflecting our deep domain expertise in state and local government, SpearMC has a Public Sector Addendum in place allowing us to resell Oracle applications and technology to public sector organizations.</p>



SOC 2 Type II Certified Oracle Partner

Reduce risk with a partner you can trust. This certification demonstrates our deep commitment to protecting data.



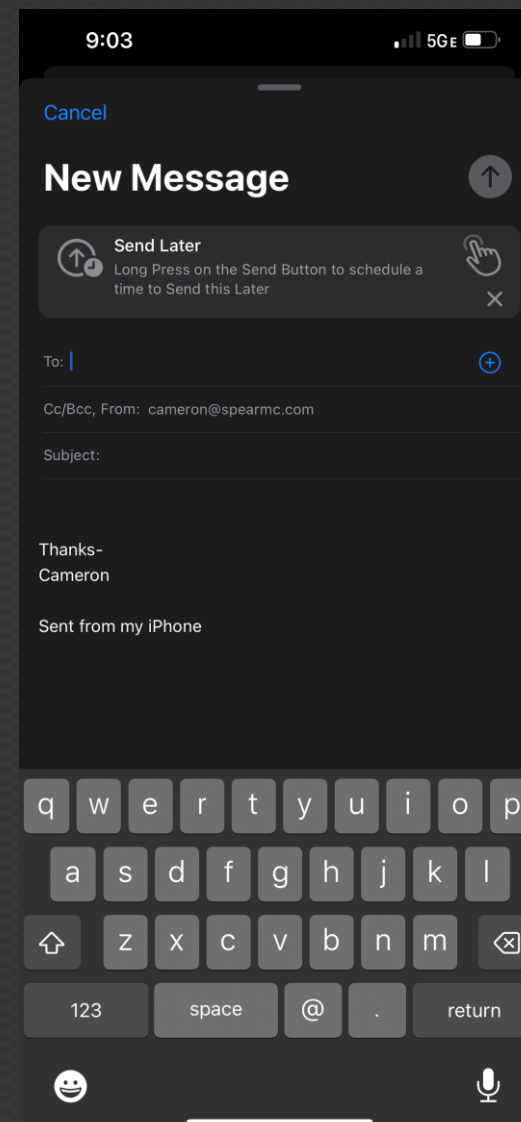
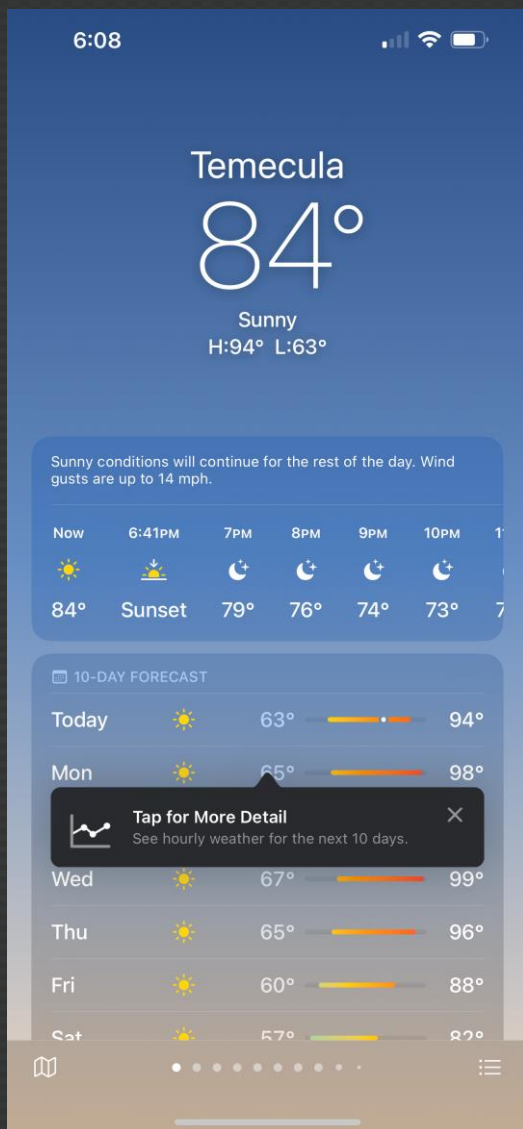
SpearMC is the sole featured PeopleSoft vendor in the latest Gartner Market Guide for Oracle Professional Services.

Legacy Training

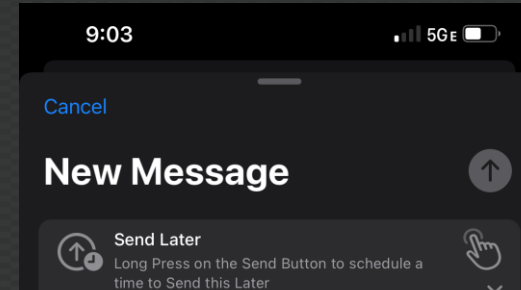


Digital Adoption Platforms

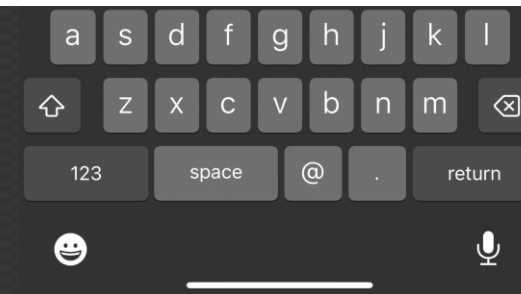
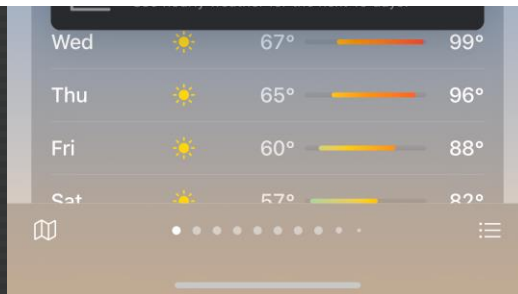
What is a Digital Adoption Platform



What is a Digital Adoption Platform



A digital adoption platform (DAP) is no-code software that integrates completely with applications in order to help the user learn the application. Digital adoption platforms use in-app guidance such as walkthroughs, task lists, smart tips, self-help menus, and more to guide the user through every aspect of an application. This empowers organizations to find true ROI of their internally-used software applications and digital transformation, onboard users and customers to their custom apps, understand how employees and users are adopting and engaging with applications, and create a more intuitive technology experience for their employees, customers, and users.



Oracle Guided Learning

1 Real Time

Real time guides that show users how to enter transactions that may be complex or rarely used in the system

2 Faster time to productivity

Allows for training as you go. Learn how to do things at the time rather than learning the just in case situations

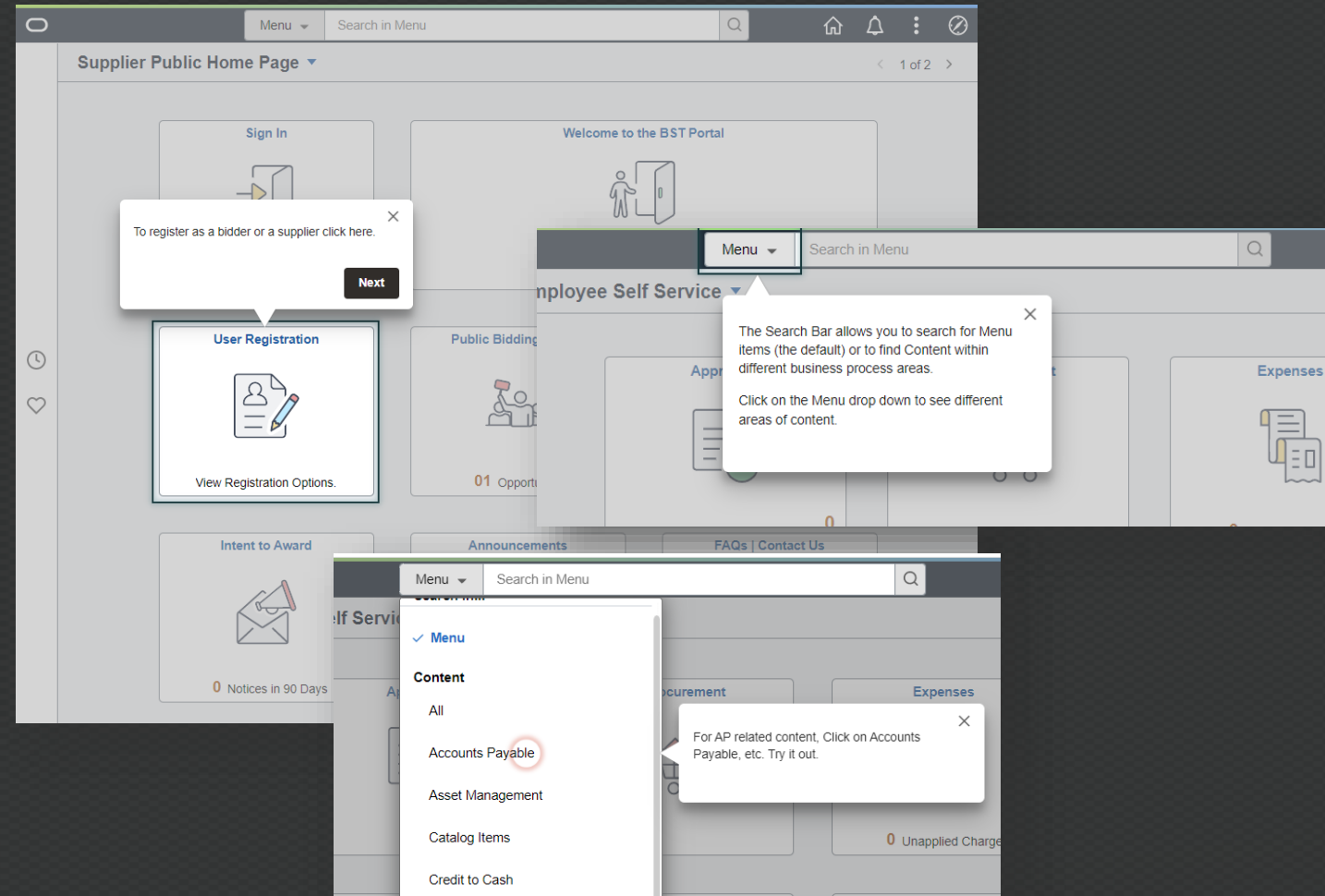
3 Analytics

Find out what guides are being used and what transactions users are needing guides to get through

In-application guidance to accelerate PeopleSoft adoption

Oracle Guided Learning provides guided processing, messages, task lists, and more to help you influence user behavior and reduce support tickets.

- Immediate **productivity** from day one
- Reduces adoption costs over software term
- Easily configured and **personalized**
- Easily maintained and updated
- Learning and guidance **in the flow of work**, converging learning and business process docs
- **Deployment flexibility**: with managed service and/or self-service options
- Initially developed to support Oracle SaaS Applications. Now supports PeopleSoft.



What is Oracle Guided Learning (OGL)



Accelerate time-to-competency during implementation, onboarding, and role changes



Ensure compliance by maintaining guided material to only display the most current processes/procedures



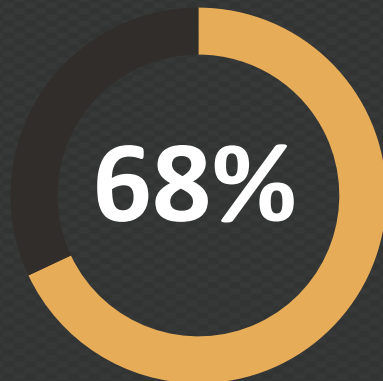
Users enabled through just-in-time, context-sensitive learning that is personalized for each role and your organization



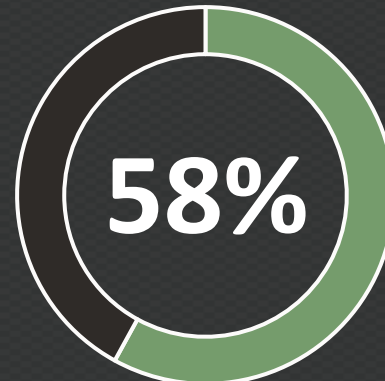
Manage Change Communications around upgrades, process, and policy changes



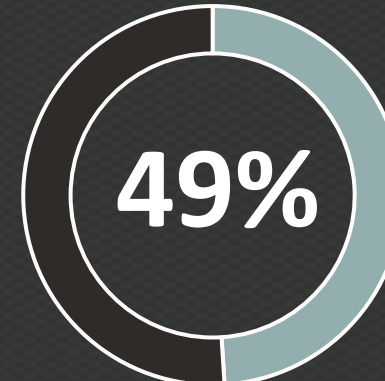
Fewer support calls and lower costs - analytics to consistently optimize usage/adoption



of employees prefer to learn at work



of employees prefer to learn at their own pace



of employees prefer to learn at the point of need

2018 LinkedIn Workplace Learning Report

What is Oracle Guided Learning (OGL)

The Oracle Guided Learning application includes a Content Editor and Analytics.

- Each Content Item is shown as Tile (e.g. One tile = One Guide in PeopleSoft)
- Content is linked to a PeopleSoft environment. One OGL application can manage all PeopleSoft environments.
- Content is Published from a development environment into a “production” environment (could be a Non-Prod Training Environment).
- Steps are captured with a number of options embedded

The screenshot displays the Oracle Guided Learning (OGL) interface. On the left, a 'CONTENT' editor is open for a 'Transfer Employee' guide. It shows a 'CONTENT ITEMS' list with options like 'All Content', 'Process', 'Message', 'Video', 'Link', 'Task List', 'Beacon', 'Smart Tip', 'Training', 'Launcher', 'Hotspot', 'Archive', 'Products', 'Modules', 'Display Gro', 'Health', 'Roles', 'Pages', 'Training Ty', and 'Theme'. The editor area shows a step titled '1 Enter Tran...' with a rich text editor and a search bar containing the text 'Enter Transfer empl in the Keyword Search bar.'. On the right, the main dashboard features a grid of tiles: 'Travel and Expense Activity' (with a bar chart of 'Top Expense Policy Violators'), 'My Budget' (with a 30% budget spend gauge), 'Company Directory' (with an organizational chart icon), 'My Team' (with a team icon), 'Employee Snapshot' (with a person icon), 'Team Time' (with a clock icon and '26 Exceptions'), 'Absence Analytics' (with a calendar icon), and 'Team Performance' (with a bar chart icon and '8 In Progress Documents'). A search bar at the top right of the dashboard contains the text 'Enter Transfer empl in the Keyword Search bar.' and a search icon.

What is Oracle Guided Learning (OGL)

The Oracle Guided Learning application includes a Content Editor and Analytics.

- Dashboards provide real time Analytics into the use of the OGL guides
- Can be narrowed based on specific guide(s), Date Range, or User
- Provides PeopleSoft Administrators ability to link support tickets to training guides (lacking or insufficient)

The screenshot shows the Oracle Guided Learning Analytics Dashboard. The main dashboard includes a sidebar with filters for Organization, Application(s), and Filter(s). The main content area displays a 'GUIDE RUNS' line chart and a 'GUIDE DATA ANALYSIS' table. A 'Report Type' overlay is open, showing options for 'User', 'Feedback', and 'Bulk'. The 'User' option is selected, and the 'Date Range' is set to '2021-03-01' to '2021-03-31'. The 'Application(s)' dropdown is set to 'Select Application(s)'. The 'User(s)' dropdown is set to 'All'. The 'Guide Type' dropdown is set to 'All'. The 'Guide Status' dropdown is set to 'All'. The report preview shows a table with columns 'GUIDE NAME' and 'GUIDE ID'.

GUIDE NAME	GUIDE ID
Add/update chartfield or budg...	33isysrr
Inquire on budget details	rkiqw6rv
View or print an expense report	s0u0u7h8
ST-Spro-Route Document for C...	6mpp4knv
ePro Requisition Minimum Ord...	gy9wgxkf
ST-Create par location	lipilyzk
Modify FDA delegation	n14hff7y
OneLink Website	mcyusz3a
ST-Create pharmacy recharge-...	tqurjnse

What is Oracle Guided Learning (OGL)

Job Aids

- A Step-by-Step guide that walks a user through a process. Built in by default
- Replicates “See It!”
- Replicates “Print It!”
- Adds “Email It” – Can be used by Support Personnel to send a guide to a user.
- URL’s can be captured and presented on an internal site

The screenshot displays the Oracle Guided Learning (OGL) interface. It features a video player for a 'STEP VIDEO' and a 'STEP 1' guide with various icons and text. A print settings panel on the right shows options for destination, pages, copies, layout, and color. An email client window titled 'Step Guide - Message (HTML)' is open, showing the email content and a link to the step guide.

Add Banking Details Last Update

STEP VIDEO

STEP 1

STEP 2

Print 5 sheets of paper

Destination HP OfficeJet 4650 ser

Pages All

Copies 1

Layout Portrait

Color Color

More settings

Step Guide - Message (HTML)

File Message Insert Options Format Text Review Help

Themes Colors Page Bcc Use Voting Request a Delivery Receipt Save Sent Delay Direct

Themes Effects Color Show Fields Tracking More Options

Save Previous Item Next Item Strikethrough

Send From cameron@spearmc.com

To

Cc

Subject Step Guide

Please open the following link in your browser to see the step guide

https://guidedlearning.oracle.com/player/latest/api/scenario/export/FpyqTNgfRGqzQis9zzLkMQ/m34z4dkt/lang/--/?draft=dev&_id=1654097265400

DEMO

Does OGL work for PeopleSoft on Prem? Yes

Does OGL work for PeopleSoft in Classic Mode? Yes

Does OGL support Multi-Language? Yes

Does OGL work on PeopleTools 8.5x? Works on 8.55 or higher

Does OGL work on PeopleSoft 9.1? Yes

Does OGL work on Non-Oracle Applications? Yes, for HTML based applications.

How does Pricing work?

SpearMC Consulting is the official Value-Added Reseller of OGL for PeopleSoft:

- SpearMC Value Added Licensing Includes:
 - Installation
 - Proof of Concept Build of Guides
 - Best Practice Design Standards
 - Training Workshop
 - Annual Assessment/Optimization
- Pre-built Guides – SpearMC “Starter Kit”
 - Over 200 guides per pillar (HCM, FSCM, & Campus Solutions)
 - Focuses on ESS/MSS, Core Module Business Processes, Enterprise Components, PeopleTools & More
 - Works out of the box, easily adaptable, can be used as templates

Fast-track build of guides

- Pre-built guides that can be used out of the box or modified for customer specific branding, language or custom steps.
 - Employee Self Service
 - Manager Self Service
 - Core Functions (Accounts Payable, Benefits Administration, Admissions)

Starter Kit for Oracle Guided Learning

EXPEDITE THE LAUNCH OF OGL FOR PEOPLESOFT
In addition to training and implementation services, SpearMC offers a Starter Kit to help your team fast-track development of OGL guides for PeopleSoft. The Starter Kit works immediately after importing it to your PeopleSoft environment, and our team provides training on how to update guides.

Why Use SpearMC's OGL Starter Kit?

WORKS OUT OF THE BOX
The Starter Kit immediately works in your environment. Simply turn guides on or off.

WORKS FOR ALL PEOPLESOFT CUSTOMERS
Our guides will work in all PeopleSoft versions and deployment models.

ADAPTABILITY
We provide training on how to modify the guides, add or remove steps, update language, links, and logos. We will help you migrate to Search-Based guides or even to the Classic Menu.

TEMPLATES TO COPY
Quickly copy and modify templates and techniques for Process Guides, Smart Tips, Task Lists, Launchers and more.

STARTER KIT CONTENT

- Employee/Manager Self-Service
- Applicant/Student Self-Service
- Supplier/Customer Self-Service
- Core Functional – FSCM, HCM, Campus
- PeopleTools and Support Desk
- Enterprise Components

[LEARN MORE ABOUT OGL](#)

Email info@spearmc.com or call 866-SPEARMC for more information.

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 - Employee Self Service
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SpearMC		OGL for PeopleSoft Starter Kit - CS	
CS Module	Guide		
General	Intro to OGL with Remind Me Later Feature		
General	Survey Starter		
Campus Community	Entering Athletic Participation		
Campus Community	Entering Personal Identif		
Campus Community	Entering an External Syst		
Campus Community	Entering Driver's License		
Campus Community	Entering Citizenship and		
Campus Community	Entering Respiratory Exa		
Campus Community	Entering Physical Exam I		
Campus Community	Entering Eye Exam Infor		
Campus Community	Maintaining Event Data -		
Campus Community	Maintaining Event Data -		
Campus Community	Maintaining Event Data -		
Campus Community	Self Service - Faculty		
Campus Community	Entering Grades		

SpearMC		OGL for PeopleSoft Starter Kit - HCM	
HCM Module	Guide		
General	Intro to OGL with Remind Me Later Feature		
General	Survey Starter		
Absence Management	Using Schedules - Defining Workdays		
Absence Management	Using Schedules - Creating and Viewing Schedules		
Absence Management	Using Schedules - Defining Holiday Schedules		
Absence Management	Using Schedules - Assigning Work Schedules		
Absence Management	Entering Absences - Entering, Updating, and Voiding Absence Events		
Absence Management	Entering Absences - Viewing Current Absence Entitlement Balances		
Absence Management	Extended Absences - Requesting Extended Absences and Viewing Extended Absences		
Absence Management	Setting Up Self-Service Absence Transactions - Viewing Self-Service Absence Rules		
Absence Management	Setting Up Self-Service Absence Transactions - Defining Self-Service Absence Rules		
Absence Management	Setting Up Self-Service Absence Transactions - Viewing Forecasting Rules for Self-Service Absence Transactions		
Absence Management	Manager Self-Service Scheduling - Managing Schedules, Overriding Shifts, and Selecting Schedules		
Absence Management	Manager Self-Service Scheduling - Replacing, Copying, and Swapping Schedules		
Absence Management	Manager Self-Service Scheduling - Assigning and Creating Schedules		
Absence Management	Self-Service Absence Requests - Managing Employee Self-Service Pages		
ESS	eBenefits - Benefit Details Tile		
ESS	eBenefits - Benefits Summary Page		
ESS	eBenefits - Dependent and Beneficiary Information Page		
ESS	eBenefits - Life Events Page		

SpearMC		OGL for PeopleSoft Starter Kit - FSCM	
FSCM Module	Guide		
General	Intro to OGL with Remind Me Later Feature		
General	Survey Starter		
AM, AP, & GL	Create Regular PO Voucher		
AM, AP, & GL	Create Adjustment Voucher		
AM, AP, & GL	Reversal Voucher		
AM, AP, & GL	Close Vouchers		
AM, AP, & GL	Request a New ChartField Value		
AM, AP, & GL	Create Regular PO Voucher - Nav Collection		
AM, AP, & GL	Managing Vouchers - Delete Vouchers		
AM, AP, & GL	Managing Vouchers - Posting a Voucher		
AM, AP, & GL	Managing Vouchers - Approving a Voucher		
AM, AP, & GL	Managing Vouchers - Unposting Vouchers		
AM, AP, & GL	Managing Vouchers - Marking a Voucher for Closure		
AM, AP, & GL	Managing Vouchers - Correcting Vouchers		
AM, AP, & GL	Maintaining Suppliers - Adding a Supplier		
AM, AP, & GL	Entering Vouchers - Entering Journal Vouchers		
AM, AP, & GL	Entering Vouchers - Entering Single Payment Vouchers		
AM, AP, & GL	Using Control Groups - Creating Control Groups		
AM, AP, & GL	Using Control Groups - Entering Vouchers into		

Questions?

Thank you!

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Oracle Blog Post – [Time to Pay Attention to Oracle Guided Learning](#)

OGL Success Story – [How Kaiser Permanente Pioneered OGL on PeopleSoft](#)

OGL Success Story – [City of Seattle Modernizes Training with OGL for PeopleSoft](#)

OGL is designed with accessibility features to support assistive technologies, such as screen readers, as well as keyboard navigation. For more information about Oracle's commitment to accessibility, see <http://oracle.com/accessibility>

Navigation & Keyboard Shortcuts

Users can navigate within OGL, transition between OGL and the host application, and access all relevant functionality using only the keyboard. Assistive technology is not required to use keyboard-only navigation. When a guide is running and a tip appears, the focus will be placed on the tip and then the Tab key may be used to navigate within the tip. Tabbing accesses the OGL Launcher as the last item on a page's Tab order. Using the keyboard shortcut below to open and close the Help Panel is a quicker method to access OGL.

Keyboard shortcuts enable user interface actions without a mouse. Following is a list of shortcuts available for OGL and their function:

Keyboard Shortcut	Description
Alt+Ctrl+H	Open and close the Help Panel. The Help Panel will open with focus on the Search bar. The tab button can then be used to navigate within the panel.
Alt+H	Toggle the focus from the tip on screen to the element to which it is associated. The same shortcut is used for toggling focus on the Feedback modal. Please see below for variations for Splash tips with the target element "body": <ul style="list-style-type: none">• For splash without overlay: Give focus to the first focusable element in the page• For splash with overlay: Screen reader will read " Unable to switch focus from splash tip with overlay"
Alt+M	This shortcut moves the focus to the first display group on the display group menu.
Esc	If the focus is on the Help Panel, the Esc button will close the Help Panel and return focus to the host application. If the focus is on a tip, the Esc button will close the tip AND close the guide.

SpearMC Consulting is the official Reseller of OGL on PeopleSoft

- Oracle Guided Learning pricing based on:
 - Number of Applications (All PeopleSoft Pillars count as one application), the minimum purchase allows for use of up to 3 applications.
 - Total Employee Headcount metric
 - Standard 3-year term
 - SpearMC Licensing Bundles Installation, 4 Guide Proof of Concept Build and Best Practice Design Standards, Training Workshop and Annual Assessment/Optimization

Note: Additional Implementation and Starter Kit Sold Separately