

# ORACLE Applications

## DEVELOPMENT SERVICE

### DATASHEET

Larmer Brown is an Oracle Partner, having introduced UPK to Oracle UK Management and Sales Teams in 2005. UPK end of life was completed in December 2022.

Larmer Brown is agnostic as to which tool is used for the creation of system eLearning and performance support. Our experience and reputation in the development of content for Oracle ERP Applications such as the Cloud Apps, Fusion, E-Business, JD Edwards and of course People Soft is well known.

Proven methods are therefore if your development effort is to be effective and achieve targets, in terms of both time and budget.

Objectives for a project usually include:

- Review of Training Strategy or Training Needs Analysis, via Workshops with user representatives
- Storyboarding processes to minimise rework and SME time
- Review and agree requirements against instructional design best practice
- Confirm roles and responsibilities
- Agree the project scope, development methodology and workplan
- Accelerate content development by resourcing certified, experienced Content Authors
- Create and adhere to robust Content Standards to ensure consistent and high quality recordings
- Alignment with Project Teams to minimise re-development or re-recording, due to unforeseen application changes, lack of planning, technical issues or deviation from standards
- Planning to minimise the time required from System Architects, Subject Matter Experts and Business Process Owners

By utilising Larmer Brown's Development Service you can ensure that you meet each of these objectives and your project reaches a successful outcome. Provided we can accurately scope the development required for your Project, we offer a fixed price service.

### What is the Development Service?

Encompassing all aspects of a professional development project, our service provides a phased approach to the implementation of your content development project, including the following options that can be combined to suit your needs:

- Discovery Workshop
- Technical Services
- Mobilisation
- Development
- Reporting
- Knowledge Transfer

### Discovery Workshop

In order to ensure your development project is successful, you need to start with a comprehensive and well structured plan. Our Discovery Workshop includes sessions to review the development tool's key features and build a Prototype for approval. We look to align the proposed content development with related project plans, define the development scope, assign roles and responsibilities, as well as create a Workplan reflecting available resources, dependencies, risks and recommendations.

Content standards and style guidelines are developed and approved during the Discovery Workshop, providing stringent guiding principles throughout the development phase.

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Considerations such as accessibility (WCAG 2.2 AA), user demographics, infrastructure and corporate branding are all incorporated into prototype processes. Once prototypes are approved, a Standards Document is produced. Our Accessibility Lead provides support and guidance throughout.

Key factors such as Change Management, user adoption, training strategy, instructional design and delivery methods are discussed and agreed. Once approved, a Development Standards document and Discovery Report are presented to stakeholders.

### Technical Services

Although the Oracle product will be hosted by the vendor, we are available to support with any testing and technical requirements working alongside the assigned Oracle Technical Lead or your own Technical Team.

### Mobilisation

This involves onboarding of all resources as well as checking access and security. The Content Development Standards are reviewed to ensure understanding by all assigned Developers followed by individual work package assignment. It will also ensure the Team are briefed on escalations and reporting requirements.

### Development

Depending on the scope and timelines of your project, a team of Content Developers are assigned. Our content development methodology incorporates

up to nine phases of development, which is typically agreed during Discovery / Mobilisation phases to ensure your content meets the required standards.

### Reporting

The Lead Developer is responsible for circulating a daily update email summarising progress, actual time spent and tasks for the following day on project. Any risks are highlighted. A weekly status report (RAG) provides a summary of all work, any risks and issues together with the actual vs predicted development rate, to ensure you are fully up-to-date at all times.

### Content Maintenance / Knowledge Transfer

Larmer Brown offers a content maintenance service to ensure that your valuable content always reflects system updates and changes in process. Alternatively, we offer Training Workshops for your own Content Developers, with a mentoring and support program, when required.

### About Larmer Brown

Larmer Brown has been delivering learning solutions to corporate clients since 1984 and working on SAP Enable Now Content Development Projects since 2017. Our services have evolved in order to deliver a portfolio of offerings to support clients through each phase of their learning project, system implementation or upgrade.

