ORACLE GUIDED LEARNING ON PEOPLESOFT

AN IMPLEMENTATION AT BELGIAN DEFENCE

14 June 2022

Capgemini

DEFENSIE

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DEFENSIE
LA DÉFENSE

Capgemini

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INTRODUCTION CAPGEMINI
Your Global Partner

- Delivered 25+ HCM Assessments within the last 3 years
- Delivered 1000+ HCM implementations
- Long-term partnership with Oracle
- Industry experience across a variety of sectors

Consulting Services

400+
OCM & Training Specialists
- Change Wheel + Emotional Cycle of Change
- 55 OCM Accelerators
- Illustrative OCM Roadmap
- ASE (Accelerated Solutions Environment)
- Seasoned Organizational Change Management (OCM) specialists

Technology Services

1000+
HCM practitioners globally, including:
- HCM Business Process specialists
- Cloud HCM specialists
- On Premise specialists
- Assessment specialists
- **Certified specialists**

Outsourcing Services

1400+
HR BPO practitioners
- Running and managing HR services
- servicing 1M+ Employees in over 160 countries from 11 centers

Depth of Experience

Transformational Experience

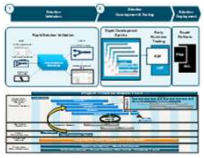
Capgemini serves clients globally, bringing certified experience from around the globe.

Scope Of Services

Capgemini provides end-to-end solutions to transform HCM clients. We strive to 'balance' service delivery capabilities with the strategic business priorities of the client.

Implementation Methodology

Capgemini's methodology for transformation solutions help accelerate transformations and drive adoption via early business testing, and rapid, iterative rollouts.



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Introduction Belgian Defence
1. Belgian Defence at a glance
2. Key objectives HRM@Defence
3. Learning trends
4. How it was

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Oracle Guided Learning
1. What is Oracle Guided Learning
2. Demonstration
3. OGL Analytics
4. OGL within PeopleSoft
5. Advantages OGL
6. Key takeaways & lessons learned

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Q&A

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INTRODUCTION BELGIAN DEFENCE

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BELGIAN DEFENCE AT A GLANCE

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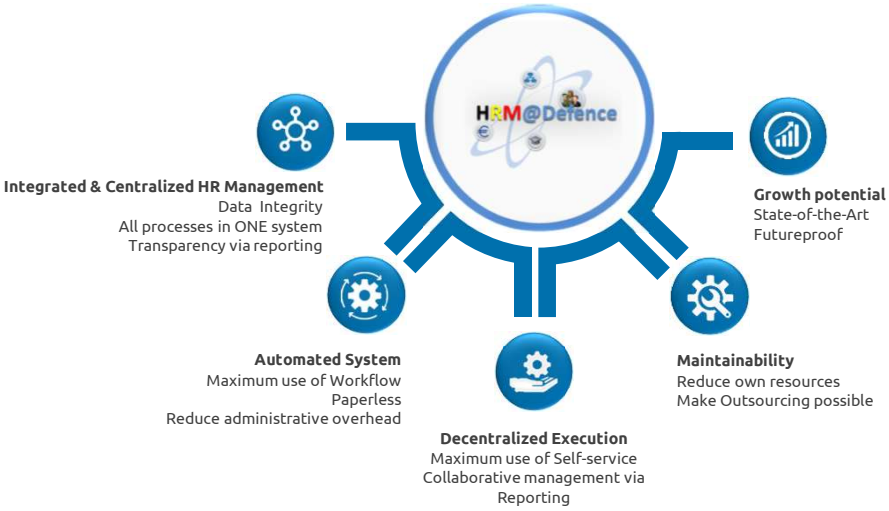
KEY OBJECTIVES HRM@DEFENCE



Integrated & Centralized HR Management
Data Integrity
All processes in ONE system
Transparency via reporting

Growth potential
State-of-the-Art
Futureproof

Automated System
Maximum use of Workflow
Paperless
Reduce administrative overhead

Maintainability
Reduce own resources
Make Outsourcing possible

Decentralized Execution
Maximum use of Self-service
Collaborative management via Reporting

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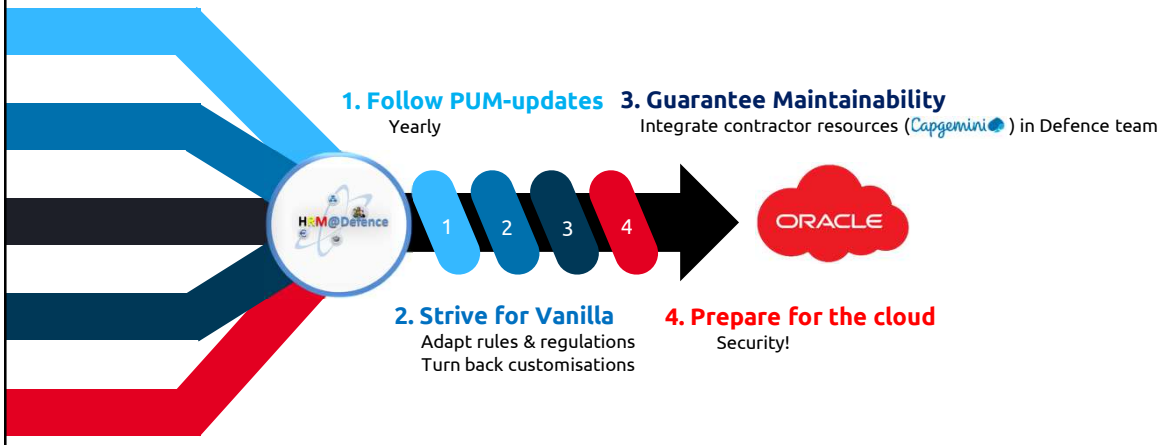
KEY OBJECTIVES HRM@DEFENCE



1. Follow PUM-updates
Yearly

3. Guarantee Maintainability
Integrate contractor resources (Capgemini) in Defence team

2. Strive for Vanilla
Adapt rules & regulations
Turn back customisations

4. Prepare for the cloud
Security!

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NEW LEARNING TRENDS: EMPLOYEE PREFERENCES

68% Learn at work

58% Learn at own pace

49% Learn at point of need

JIT (Just In Time)
JAN (Just As Needed)

Source: 2018 LinkedIn Workplace Learning Report

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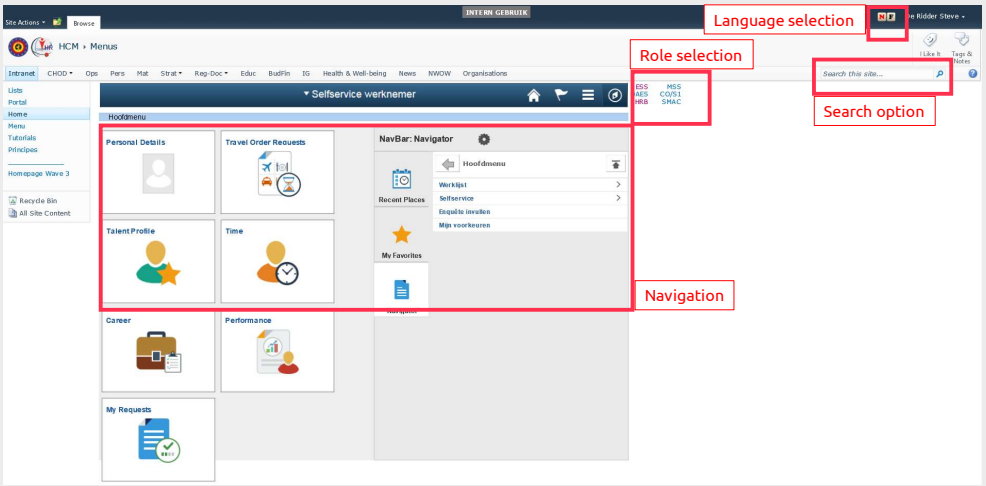
DOCUMENTATION FOR END USER : HOW IT WAS…

1. MS SharePoint : Peoplesoft mock-up



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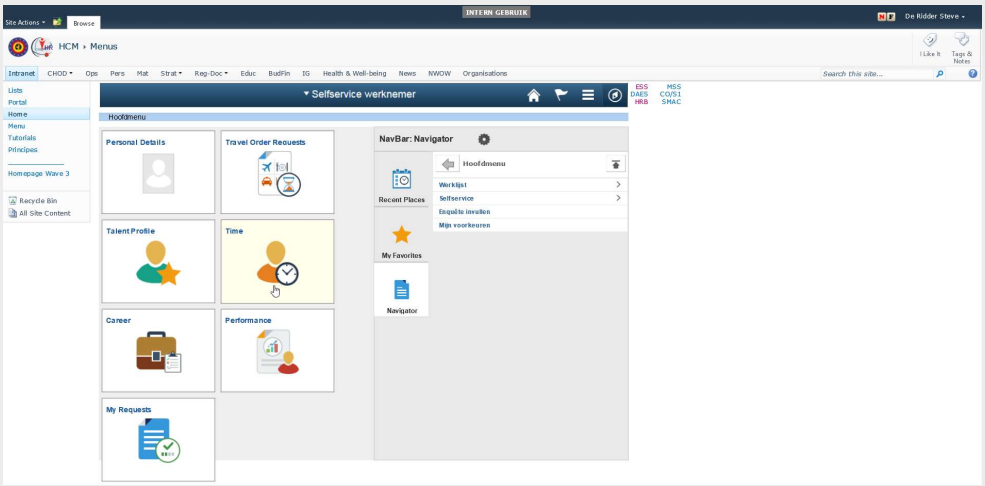

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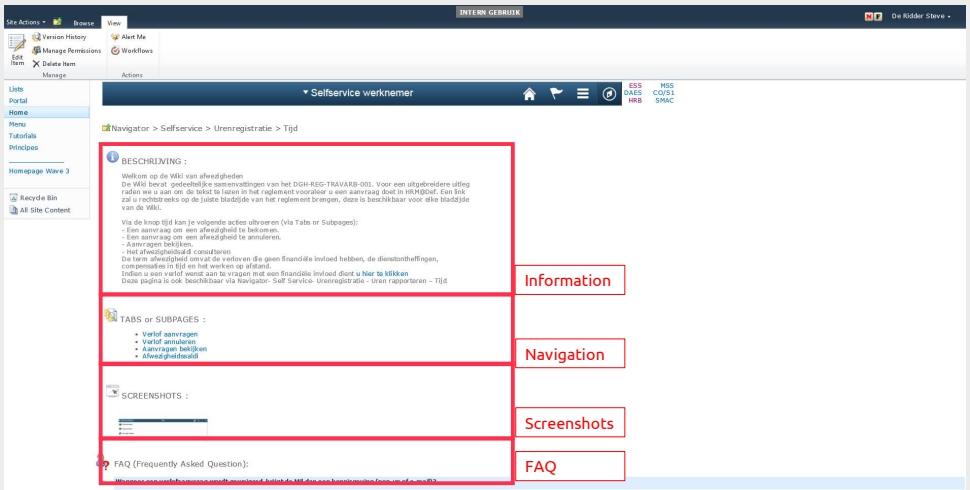

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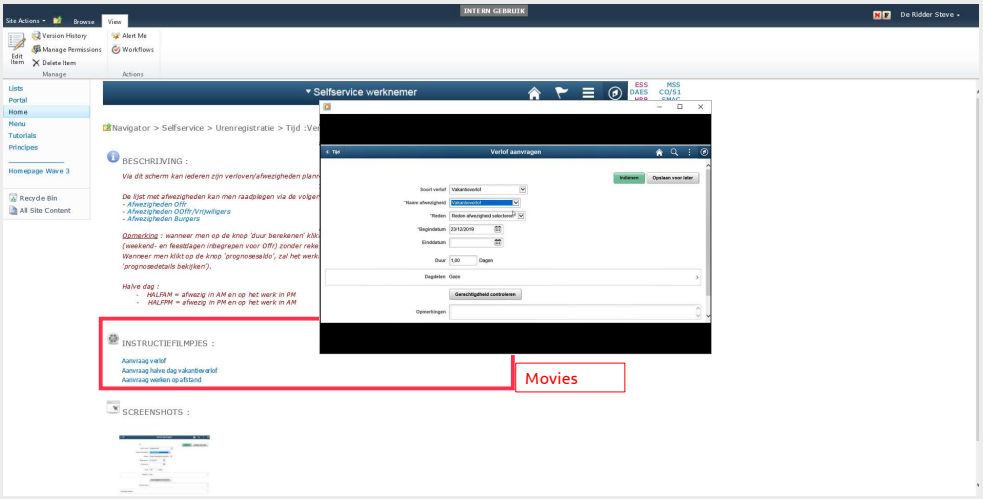

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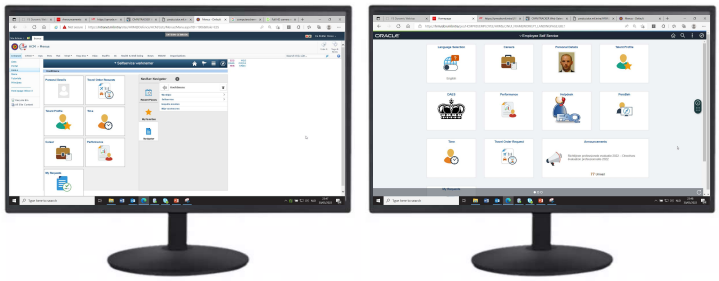
DOCUMENTATION FOR END USER : HOW IT WAS…

1. MS SharePoint : Peoplesoft mock-up
2. MS SharePoint : FAQ – list
3. Movies



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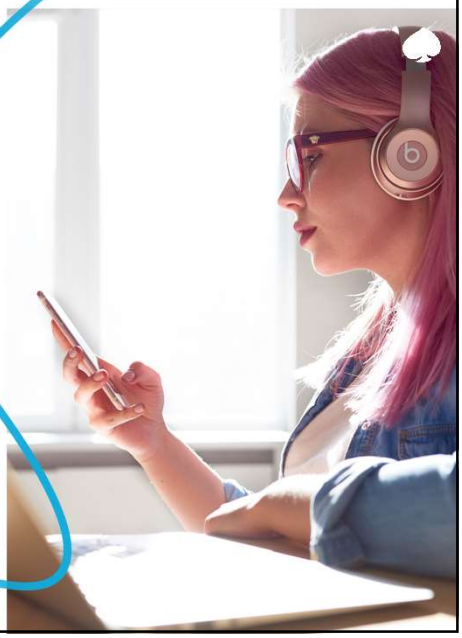
CAPGEMINI AND ORACLE GUIDED LEARNING



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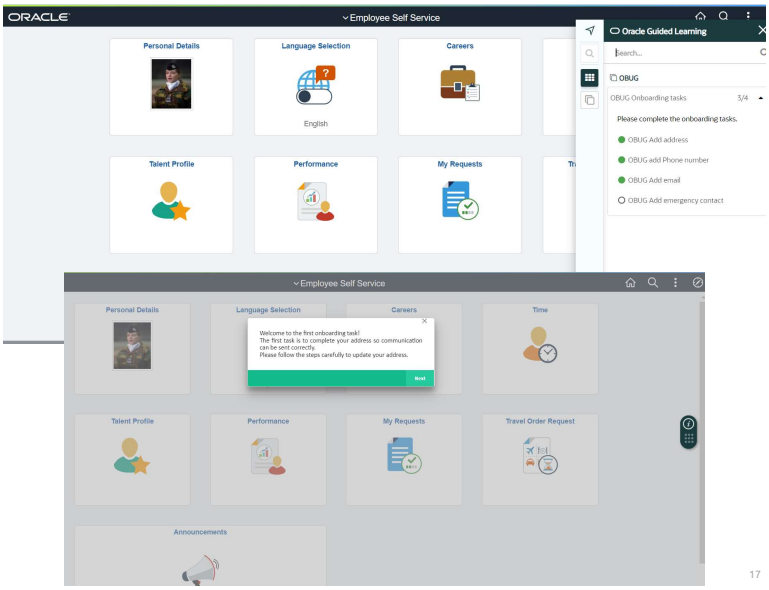
WHAT IS ORACLE GUIDED LEARNING?

- Cloud application
- Provides in-application guidance to accelerate adoption by users
- Real time guides and content that are accessible at the point of need of the learner
- Several options and conditions can be used when creating OGL content
  - For example, referring to “object” (e.g. tile) rather than location (e.g. right upper corner)
  - For example role-based conditioning
- Use of analytics to study user behaviour and discover additional needs



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DEMONSTRATION

One image says more than a thousand words

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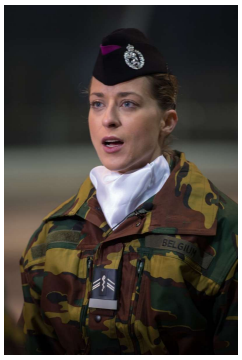
DEMONSTRATION

Bonnie Taylor

Bonnie is a new employee who has just started her career at Defence. Bonnie will need some help with the first self-service activities she is expected to complete within her first week.

Bonnie needs to modify her personal details, like her home address, e-mail, phone number and emergency contacts. She opens HRM@Defence (PeopleSoft) but has no clue where to begin… There are so many possibilities and information!



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DEMONSTRATION

Welcome message
A welcome message with introductory tour appears when Bonnie logs in for the first time

Task List
Bonnies launches the task list which includes 4 guides: to add home address, to add phone number, to add e-mail and to add emergency contacts

Guide home address
This guide makes use of smart tips to explain the fields that need to be entered

Guide phone number
This guide makes use of beacons to point Bonnie's attention to certain actions within the system

Guide e-mail address
This guide will make use of layover to visualize where Bonnie should click

Guide emergency contacts
This guide will make use of a splash message to explain the e-mail policy

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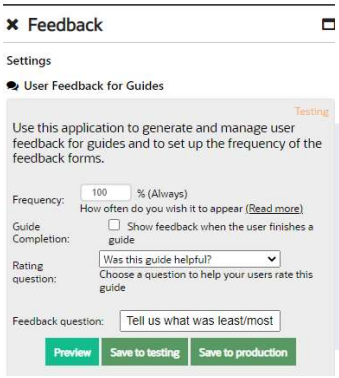
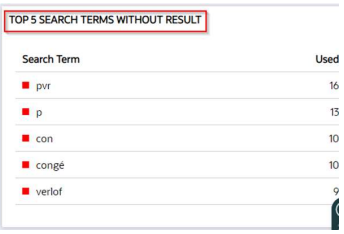
OGL ANALYTICS

- Understand how OGL is being used within organization
- Metric driven insights to optimize processes and user experience
- Feedback
- Top Search Terms
- User activity information
- Hotspots





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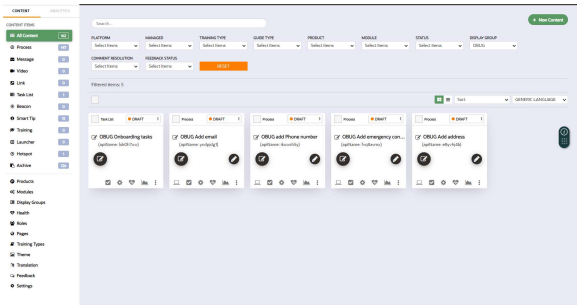
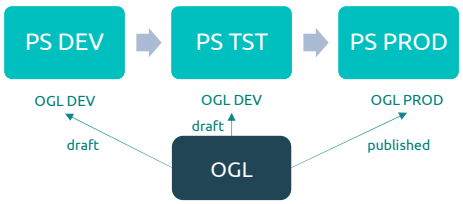
OGL WITHIN PEOPLESOFT





- Oracle guided learning integrated within PeopleSoft
- Only 1 console where OGL content is set up
  - For each separate PeopleSoft environment, you need to set it up as “development” or “production”
  - Draft: content available on development environments (can be multiple)
  - Published: content available on both development and production environments (can be multiple)
- Used across all Oracle Cloud and all PeopleSoft applications: HCM, ELM, CS, …

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OGL WITHIN PEOPLESOFT: ACTIVATION ACTIVITIES

The details

1	2	3	4	5	6	7
▪ Obtain OGL license ▪ Activate OGL within PeopleSoft (PeopleCode): use of correct appID linked to OGL console ▪ Configure settings pages within PeopleSoft	▪ Set environment as “dev” or “prod” ▪ Add-on: link to configuration page	▪ Set languages (PeopleCode)	▪ Add role mapping between OGL and PeopleSoft (PeopleCode) ▪ Add-on: link to configuration page	▪ Release to other environments	▪ Creation of OGL content ▪ Translate content in application properties	▪ Publish to production environments

One-time activity

Recurrent activities: 1 day to 1 week for 1 guide

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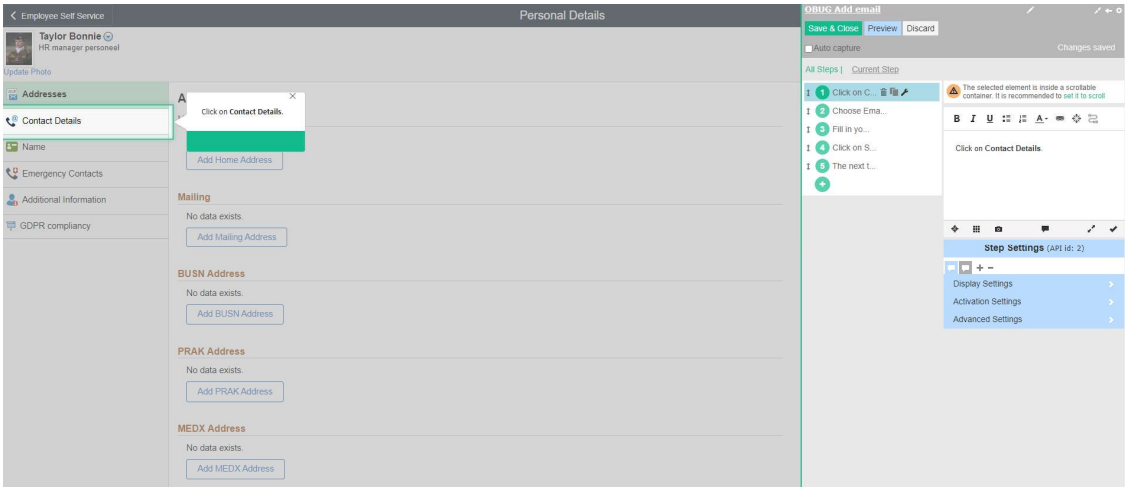
OGL WITHIN PEOPLESOFT: ACTIVATION ACTIVITIES

The OGL Console



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ADVANTAGES OF ORACLE GUIDED LEARNING

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Personalized & Accessible

- In-application, real-time
- Linked learning material
- Role-relevant knowledge
- Multi-language supported

Communication

- In-app messaging to introduce new processes/workflows
- Answers employees' questions before they are asked

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2

Ease

- Content can be easy and quickly configured or adapted
- Step-by-step, interactive tool
- Coherence with Cloud

Improvement

- Reduces support requests
- Great help for infrequent users or complex tasks
- Modern alternative for training manuals

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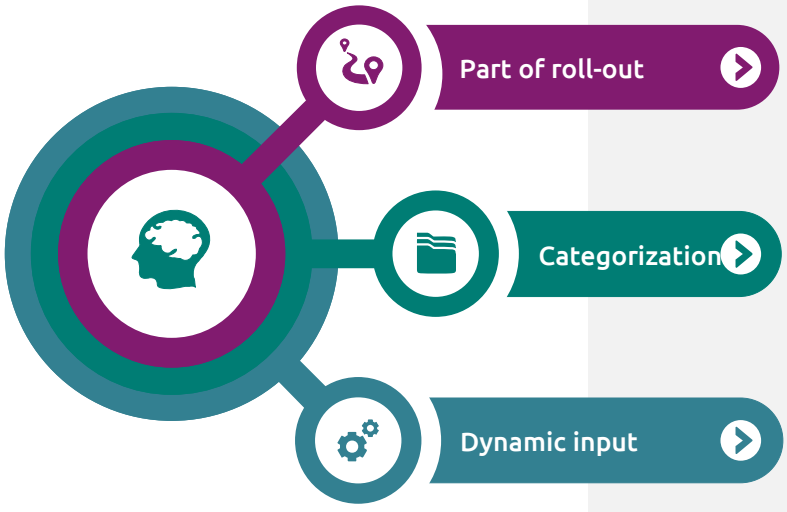
KEY TAKEAWAYS & LESSONS LEARNED



Take OGL into account at the start of the project and throughout, use UAT to verify your content

Make smart use of display groups in order to structure the content in a transparent way for your users. Make use of labels to add additional terms that will deliver a search result.

During activation, the technical team can make use of functional pages where input for OGL can be dynamically changed. This will reduce the dependency on technical support throughout implementation.

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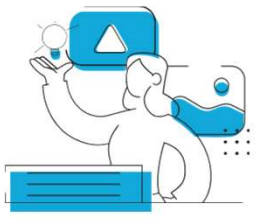
Q&A



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