Ensuring Successful Documentation and User Adoption with CA Harvest

CA Productivity Accelerator

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CA Productivity Accelerator
Recommended Best Practice for Solution Users

CA Productivity Accelerator is a content development platform used for capturing, documenting and disseminating Harvest knowledge.

— A single source of truth for all materials

- Capture system processes, business processes and SME knowledge

- Reduce the time and resources needed to create materials

- Shorten onboarding time for new users and supporting existing users

- Maintainable through implementation, enhancements and upgrades

Creating a Successful Documentation/Product Adoption Strategy

Capture your configuration of your CA solution as documentation....

Training Content

- Role Based Web Based Training
  - Simulations (See It)
  - Practice Simulations (Try It)
  - Assessments (Know It)
  - Job Aids (Print It)
- Instructor Led Training
  - Student and Instructor Manuals
  - Presentation Materials

Production Support Content

- Role Based Application Coach (Do It)
  - Sits on top of the Application
  - See It, Try It, Know It, Print It
- Help Desk Knowledge Documents
  - Simulation Based
  - Answers "how to" Questions

Created from a Single Authoring Session
Maintainable for the implementation, enhancements and upgrades

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Demonstration

CA PA Significantly Accelerates Content Development*
Reduce time to produce content by 50 to 75%

Content to Develop	Typical Tool for Development	Time Estimate without CA PA	With CA PA**
On line Simulations/Practice Simulations	Captivate	3	1.5
Training Manual	Word/Snag IT	2	0
Job Aid	Word/Snag IT	1	0
Assessment	Captivate	1	.5
In Application Live Help	Robo Help	3	0
Help Desk/System Process Document	MS Word/Snag IT	2	0
TOTAL		**12 hours**	**2 hours**

* Based industry standards to develop a 15 step process

** Utilizing standard available content

— **Capture knowledge and drive product adoption**

- —System processes
- —Business processes
- —SME knowledge

— **Develop _both_ readiness training and production support tools in one effort** –

- —Role-based content
- —Application help that hovers on top of the production environment

— **Reduce time to produce content by 50 to 75%**

CA PA Content Development Services
Limited internal resources? Short project timeline?

Leverage CA's CA PA Experts!

Benefits of using CA PA Content Development:

- Best practice approach to building sound, instructionally designed content
- CA Product experience
- Provide side-by-side assistance to newly trained CA PA content developer
- Hit the ground running to ensure tight timeframes are met

Thank you

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