

APUG

2013 | WASHINGTON, D.C.

FINAL PROGRAM



ANCILE
SOLUTIONS

APUG 2013

— What's it all about? —



CONNECTING.

Here's your chance to harness the wisdom of fellow ANCILE customers and ANCILE experts.

The ANCILE Products Users Group (APUG) event connects ANCILE customers – to each other and to ANCILE. We guarantee you'll leave the event with new allies and the knowledge to propel you to the next level of productivity.

OVERVIEW

The APUG event brings together ANCILE customers for several days of user interaction and product information sessions for authors, administrators, and managers of learning projects. You will get detailed information from ANCILE experts and case studies from fellow customers, numerous networking opportunities, and fun activities!

HIGHLIGHTS OF OUR APUG EVENT

- Over 20 sessions covering ANCILE products
- Numerous opportunities to interact with fellow users to share best practices
- Customer presentations designed to share real-world experiences



An APUG History

Our annual events began in 2002 with a small group of less than a dozen “early adopter” customers gathering at our headquarters in Baltimore, Maryland for a 1-day event. Since then, the event has grown each year. At past events, we welcomed over 100 attendees from several dozen companies for workshops, sessions, demonstrations, and Ask-the-Expert events.

APUG 2013

— What's it all about? —




COLLABORATION.

Great things happen when you meet face-to-face.

Hear how your peers are implementing ANCILE products and share your lessons learned and best practices. We promise you'll have oodles of opportunities to collaborate.

SCHEDULE

WEDNESDAY, SEPTEMBER 11			
7:30am – 8:30am	Registration		
8:30am – 9:15am	Welcome to APUG 2013! – Plus Orientation		
9:15am – 10:00am	<p>What’s New in ANCILE uPerform 5?</p> <p>In this session, learn about project management, dashboard analytics, enhanced reporting, and other ways uPerform 5 helps you deliver a sustained return on your software investments.</p>		
10:00am – 10:15am	Break		
10:15am – 11:00am	<p>Optimizing Workforce Performance with ANCILE uAlign</p> <p>Hear the latest on ANCILE’s newest product - ANCILE uAlign. Learn how to create a new message or grab content right from the web, send a prioritized message to individuals wherever they are, and track individuals as they consume the message and complete a quick assessment - all toward the goal of optimizing workforce performance.</p>		
11:00am – 12:15pm	<p>KEYNOTE: Andy Stefanovich - The Inspiration Continuum: 24 Hours of Innovation</p>  <p>As chief curator and provocateur at Prophet, Andy Stefanovich has earned a reputation as one of the most disruptive and effective advisors in business. He spent the past 20 years helping companies like GE, General Mills, Procter & Gamble, The United States Olympic Committee and the Coca-Cola Company drive innovation from the inside out—enriching their people and driving marketplace growth. Stefanovich’s true passion lies in guiding clients through the powerful evolution from inspiration to creativity to innovation. He teaches practical skills, leadership behaviors, and specific processes for developing and implementing ideas at work.</p> <p>Stefanovich is frequently featured on CNBC as a nationally recognized innovation thought leader, and acts as visiting professor at many leading universities, including Dartmouth, University of Michigan, Duke, University of Richmond and the Wharton School of Leadership. He is a published author and is frequently called upon to share his insights with the media. His book on innovation, <i>Look at More</i>, is an Inc. best seller and was cited by <i>Advertising Age</i> as being among the “Ten Marketing Books You Should Have Read” in 2011.</p> <p>All attendees will receive a copy of <i>Look at More</i> Stefanovich’s latest book.</p>		
12:15pm – 1:15pm	<table border="0"> <tr> <td>Lunch</td> <td>Solution Showcase Open</td> </tr> </table>	Lunch	Solution Showcase Open
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SCHEDULE

WEDNESDAY, SEPTEMBER 11

1:15pm - 1:45pm	Customer Presentation	
1:45pm - 2:15pm	Customer Presentation	
2:15pm - 2:45pm	Customer Presentation	
2:45pm - 3:30pm	Solution Showcase Open	
3:30pm - 4:00pm	TBD	
4:00pm - 4:30pm	Customer Presentation	
4:30pm - 5:00pm	Customer Presentation	
5:00pm - 5:30pm	20x20: 20 slides that auto-advance every 20 seconds	
5:30pm - 6:30pm	Welcome Reception	Solution Showcase Open

THURSDAY, SEPTEMBER 12

8:00am - 8:45am	Customer Presentation
8:45am - 9:15am	Customer Presentation
9:15am - 9:45am	Customer Presentation
9:45am - 10:00am	Break
10:00am - 10:30am	TBD

SCHEDULE

THURSDAY, SEPTEMBER 12			
	TRACK A	TRACK B	TRACK C
10:30am - 11:00am	<p>Text to Speech Beginning with ANCILE uPerform 5, text in uPerform simulations and courses can be transformed into audio using a variety of voices in multiple languages. A quick introduction to the set up necessary, followed by several demonstrations of the voices, will be given during this presentation.</p>	<p>Modification Mania This presentation will cover some editing tricks you can do to the splash pages for courses and simulations. Basic HTML code functionality will also be discussed.</p>	<p>Setting Up Context-Sensitive Help for Non-ERP Applications Employees need a way to quickly access online help from web-based applications. This session will provide you with information on implementing ANCILE uPerform's context-sensitive help (CSH) in most web-based applications. In this session, we'll show you live examples of how to setup a CSH link to find help using a well-known web-based application.</p>
11:15am - 12:00pm	<p>Optimizing your ANCILE uPerform Search Results Are you interested in learning how uPerform search results can be customized to fit your organization's needs? In this session, we will discuss various ways that you can modify the default search results to display exactly the way you'd like them to. We will show you how to alphabetize results, display additional document information, remove specific formats from displaying in the list of results, and more.</p>	<p>Automating ANCILE uPerform Come learn about built-in and third-party solutions for automating several tasks within ANCILE uPerform. We will discuss tasks requested by conference attendees and tasks around keeping content fresh, monitoring document status, updating your LMS, and monitoring the server.</p>	<p>Flaunt Your ROI: Getting Real Numbers to Your Boss Whether your boss is in IT, Training, Finance, or the Boardroom, obtaining and maintaining investments in workforce enablement is always challenging. It's all about ROI and analysis of the numbers. Let's discuss: which numbers, how to obtain them, and how to report them.</p>
12:00pm - 1:00pm	Lunch		Solution Showcase Open

SCHEDULE

THURSDAY, SEPTEMBER 12			
	TRACK A	TRACK B	TRACK C
1:00pm - 1:45pm	<p>Collaboration with ANCILE uPerform Across International Lines</p> <p>In this session, we'll demonstrate the built-in collaboration functionality of uPerform to collaboratively create, edit, and publish documentation with co-workers - regardless of location or language. We will discuss what makes collaborative content creation successful and show you how the tools in uPerform can empower your coworkers across the globe to share information, discuss ideas, and provide feedback.</p>	<p>Understanding the New ANCILE uPerform Analytics</p> <p>This session will discuss new data available within uPerform around assessments and usage. It will also discuss configuring your dashboard analytics to easily monitor your project and uPerform usage.</p>	<p>Using Tasks to Delegate Authoring</p> <p>Crowd-sourced authoring is a big part of ANCILE uPerform 5. See how project administrators can use Create Content Tasks to structure the Document Library before the authoring phase, how subject matter experts (SMEs) can be chosen from uPerform users OR independently, and how authors can take the reins after a SME has recorded a procedure. Finally, learn about the power behind Edit Content Tasks for updating your documents.</p>
2:00pm - 2:45pm	<p>Crowd-Sourced Authoring...Safely</p> <p>Learn about the all new ANCILE uPerform Rapid Recorder, and how it empowers Subject Matter Experts (SMEs) to effectively capture the processes they know best. You will see crowd-sourced authoring take shape from the perspective of a SME: from receiving a notification and installing the uPerform Rapid Recorder, to capturing a process and submitting the completed task.</p>	<p>Extending Reporting with Crystal Reports</p> <p>Come see how you can access and manipulate ANCILE uPerform reports using an external reporting engine. This session will focus on Crystal Reports, but the concepts are applicable to other reporting engines.</p>	<p>Visualizing ANCILE uPerform Data</p> <p>Let's transform raw uPerform information into clear, insightful, and beautiful data graphics that drastically improve your reports presentation. Through various data visualization techniques we will turn extensive report tables into gorgeous data visualizations that add value to your business.</p>
2:45pm - 3:15pm	Group Picture + Break		
3:15pm - 4:00pm	Customer Presentation		
4:00pm - 4:45pm	Customer Presentation		
4:45pm - 5:30pm	Solution Showcase Open/Ask the Experts		
	Evening Event		

SCHEDULE

FRIDAY, SEPTEMBER 13

The Friday morning schedule consists of workshop sessions and concurrent general sessions for those not attending a workshop. You **MUST** pre-register for workshops. Each workshop is 2 hours. Lunch will be held from 12:15pm – 1:15pm and the Solution Showcase will be open during this time.

8:00am – 10:00am	<p>WORKSHOPS (run concurrently)</p> <p>Test Drive ANCILE uPerform 5 (Session 1) - Get a hands-on experience with ANCILE uPerform 5 and learn about the exciting new features in the latest uPerform version. Version 5 introduces content task management, a new Rapid Recorder, new reports and additional customization capabilities for all reports, a redesigned Home page featuring dashboards and customizable widgets, new website skins, and robust text-to-speech options.</p> <p>Master ANCILE uPerform Recording Edits - You've finished recording and made some minor edits. But there are edits you're not sure you can do or if it's even possible. In this workshop, we will take your editing skills to the next level. We will go over how to incorporate branching in both the document and simulation, how to simplify the numbered callouts in your document, how to leverage your content for other recordings, and much more. You are encouraged to bring your own recordings (and corresponding templates) for the Q&A session.</p> <p>What's In Your Template? - This workshop is geared toward ANCILE uPerform administrators that have a basic understanding of uPerform templates. Experience applying minor modifications to templates is recommended. We will begin by reviewing tips and tricks that will save time for your authors. For example, did you know you can create custom notes in the template? Then, you will analyze uPerform template features that can help you enforce document standards. Finally, you will apply the results of your analysis by designing a customized uPerform template with guidance from an ANCILE Product Consultant.</p>	8:00am – 8:45am	<p>Win Hearts and Minds with ANCILE uAlign Campaigns - ANCILE uAlign keeps the streams of communication and information flowing but not gushing out of control. Everyone wins by controlling the push of communications (in priority order) and assessing comprehension. During this session we will show how to win hearts and minds of team members and ensure alignment to the all-important organizational mission.</p>
		8:45am – 9:30am	<p>Playing Together Nicely: Your LMS and ANCILE uPerform - Many of ANCILE's customers use both a Learning Management System (LMS), and an Electronic Performance Support System (EPSS) – like uPerform. Learn how these solutions are complimentary and take away best practices on optimizing their integration to achieve success in your environment.</p>
		9:30am – 10:00am	<p>The Lean Startup: Faster Failure Means Better Success - Come learn about the lean start up movement and the minimally viable product. Learn how ANCILE will be implementing this methodology, how you can participate, and how you can apply the same principle in your own projects.</p>

SCHEDULE

FRIDAY, SEPTEMBER 13

10:15am - 12:15pm	<p>WORKSHOPS (run concurrently)</p> <p>Test Drive ANCILE uPerform 5 (Session 2) See Session 1 description</p> <p>Accelerate Your Reporting Power - ANCILE uPerform 5 introduces new reporting options. In this workshop, you'll learn how to leverage these new options across the lifecycle of your uPerform implementation. In addition to executing the standard reports, you will have hands-on experience with creating custom reports to help shepherd your team through common implementation and maintenance challenges.</p> <p>Get the Most Out of Your Learning Objects - Recycle, reuse, and reduce the number of learning objects by leveraging existing training materials for your ANCILE uPerform elearning courses. This workshop will include real-world experiences and best practices to identify a streamlined approach for deconstructing and transferring content to a uPerform elearning course. As a result, you'll maximize your current content and enhance uPerform's instructional capabilities.</p>	10:00am - 10:15am	Break
		10:15am - 10:45am	Solution Showcase Open
		10:45am - 11:30am	<p>Deliver Help Solutions Across Your Enterprise</p> <p>- Wouldn't it be great to share your ANCILE uPerform success with others in your organization? During this session, we'll provide tips for how to tell your uPerform story to other parts of your organization, and how to help them get started on their own success story.</p>
		11:30am - 12:00pm	<p>An Introduction to Agility in Learning</p> <p>In this session, we'll provide an introduction to SAM, the Successive Approximation Model, and discuss how SAM and Agile principles incorporate contemporary design and development processes that reduce the complexity of instructional design and development, yielding more energetic and effective learning experiences.</p>
12:15pm - 1:15pm	Lunch and Survey Completion		Solution Showcase Open
1:15 pm - 2:15pm	Join us for a fun Bon Voyage sendoff - including closing remarks, raffle drawings, and libation!		Solution Showcase Open

SCHEDULE

CUSTOMER PRESENTATIONS

Dawn Food Products: A Case Study in Global ANCILE uPerform Author Development - Dawn Food Products, Inc. will be using uPerform to build comprehensive training and support documentation across multiple countries for an SAP implementation. Hear how Dawn Food Products trained multiple subject matter experts, developed an authoring team, and partnered with Language Line Solutions and its Mexican team of subject matter experts for Spanish translations of materials.

Estée Lauder: Managing your Training Environments - Learn how to pick a training environment strategy that suits your needs and also how to save time and money managing your training environments and exercise data. Hear details on Estée Lauder's training environment landscape strategies, exercise data load and masking best practices, and refresh strategies. Estée Lauder will also discuss their experience hosting training environments in "the cloud."

Johnson Controls: U Got the Right Stuff: How Johnson Controls-Automotive Uses ANCILE uPerform to Deliver the Right Information to the Right People at the Right Time - Several years after the initial global deployment of SAP to over 6,000 Finance and Purchasing users, Johnson Controls-Automotive kicked off a new project for implementing the SAP "shop-floor" modules for over 200 locations worldwide. Hear how Johnson Controls utilizes uPerform to overcome the challenges faced with maintaining current and creating new curriculum (right information), training experienced and new SAP users on job-specific processes (right role), and managing resource constraints for global delivery (right time).

McGraw-Hill Education: Simulating Medical Office Software for the Academic Market - McGraw-Hill Education needed a way to let students practice with software used in the medical office, while, at the same time, give instructors a way to assess students' work. Learn how ANCILE uPerform provided a new way to deliver content and provide assessments inside of Connect, McGraw-Hill Education's learning management system.

SCHEDULE

CUSTOMER PRESENTATIONS (CONTINUED)

Mosaic: From 0-60 with ANCILE uPerform at the Mosaic Company - Since 2010, Mosaic has used uPerform to create training documentation for 20 different applications including SAP, Maximo, and Livelink. With the upgrade to 4.5, learn how Mosaic Company is expanding their offerings to include courses and translations, and empowering business partners to author and maintain their own documentation.

Orange County Public Schools: Putting the Self in Service with Learning Assets - Orange County Public Schools has a diverse community of stakeholders and each group presents its own unique challenges - from varying basic skill levels to learning styles to access to resources to acquire information. Hear how OCPS created a training and support model that their employees could use for learning prior to implementation and for readily available support at the time and place they began to use the system.

Rockwell Collins: Get on the Right Track... and Stay There - Rockwell Collins deployed SAP more than 10 years ago and its approach to learning has changed significantly since the initial deployment. Super users have come and gone, materials have become outdated, and business process integration is lacking. How do you scale learning for a global workforce? How do you begin the process of refreshing your learning model? How do you keep your learning model from becoming outdated and ineffective? How do you leverage learning technologies to enhance both developer and learner productivity? During this session, Rockwell Collins will answer these questions and share a strategy to get back on track and stay there.

SSM Healthcare: Snake Oil, Back-Room Politics, and Glad-handing: Selling ANCILE uPerform Beyond the SAP Project - Use people, break rules, dangle candy, gather a posse, and proceed until apprehended - all sound like the makings of a Mob land adventure! Hear how the SSM Healthcare uPerform administrator rapidly attracted interest and support for uPerform throughout the organization using old-fashioned influence and the “good ol’ girls” network. See examples of non-SAP projects at SSM Healthcare and learn how you can sniff out opportunities, utilize alliances, and leverage technical knowledge to spread the word about uPerform throughout your organization.

SCHEDULE

CUSTOMER PRESENTATIONS (CONTINUED)

State of Arkansas: Arkansas Stays the Course! - The State of Arkansas launched its first AASIS online course in 2011. Now over 25 online course offerings are available to state employees. Using the anonymous user login through their Employee Self-Service intranet and their LMS, the State of Arkansas registers and takes courses located on the ANCILE uPerform server. Learn the different ways they use the uPerform course features - with and without assessments - and how they track scores through uPerform reports.

Wichita State University: Do You Pick Up Cats By the Tail? - Mark Twain once said “I knew a man who picked a cat up by the tail. He learned 40 percent more about cats than the man who didn’t.” Wichita State University has picked up a lot of cats over the past few years while learning, launching, and using ANCILE uPerform. See how WSU uses uPerform to create and house more than just training materials for 16,000 constantly changing students, faculty, and staff. Take a tour of WSU’s uPerform Google Analytics accounts and see the easy-to-use dashboards and how Search Terms are used to help departments identify what materials are needed. Not every lesson ends in success, but WSU continues to pick up cats by the tail. Do you?

WORKSHOPS

(2 hours each)

Test Drive ANCILE uPerform 5

Get a hands-on experience with ANCILE uPerform 5 and learn about the exciting new features in the latest uPerform version. Version 5 introduces content task management, a new Rapid Recorder, new reports and additional customization capabilities for all reports, a redesigned Home page featuring dashboards and customizable widgets, new website skins, and robust text-to-speech options.

Master ANCILE uPerform Recording Edits

You've finished recording and made some minor edits. But there are edits you're not sure you can do or if it's even possible. In this workshop, we will take your editing skills to the next level. We will go over how to incorporate branching in both the document and simulation, how to simplify the numbered callouts in your document, how to leverage your content for other recordings, and much more. You are encouraged to bring your own recordings (and corresponding templates) for the Q&A session.

What's In Your Template?

This workshop is geared toward ANCILE uPerform administrators that have a basic understanding of uPerform templates. Experience applying minor modifications to templates is recommended. We will begin by reviewing tips and tricks that will save time for your authors. Did you know you can create custom notes in the template? Then, you will analyze uPerform template features that can help you enforce document standards.

WORKSHOPS

Finally, you will apply the results of your analysis by designing a customized uPerform template with guidance from an ANCILE Product Consultant.

Accelerate Your Reporting Power

ANCILE uPerform 5 introduces new reporting options. In this workshop, you'll learn how to leverage these new options across the lifecycle of your uPerform implementation. In addition to executing the standard reports, you will have hands-on experience with creating custom reports to help shepherd your team through common implementation and maintenance challenges.

Get the Most Out of Your Learning Objects

Recycle, reuse, and reduce the number of learning objects by leveraging existing training materials for your ANCILE uPerform elearning courses. This workshop will include real-world experiences and best practices to identify a streamlined approach for deconstructing and transferring content to a uPerform elearning course. As a result, you'll maximize your current content and enhance uPerform's instructional capabilities.

APUG 2013

— What's it all about? —



RELATIONSHIPS.

A few of our past attendees:

- CANADA REVENUE AGENCY
- CITY OF BURNABY
- CITY OF DALLAS WATER UTILITIES
- COLGATE-PALMOLIVE
- DAWN FOOD PRODUCTS
- ESTEE LAUDER
- HEALTH CANADA
- HEWLETT-PACKARD
- JO-ANN FABRIC AND CRAFT STORES
- LOBLAW COMPANIES
- MOSAIC COMPANY
- ORANGE COUNTY PUBLIC SCHOOLS
- PEPSICO
- SASKPOWER
- SEALED AIR CORP.
- SMITH & NEPHEW
- SOBEYS INC
- SSM HEALTH CARE
- TREASURY BOARD OF CANADA
- UNITED ILLUMINATING
- UNIVERSITY OF TENNESSEE
- WAL-MART

RAVE REVIEWS



NOT SURE IF YOU SHOULD ATTEND? READ WHAT OUR 2012 ATTENDEES HAD TO SAY ABOUT THE EVENT.

“This is an awesome conference – I learn so much from talking to ‘experts’ at ANCILE as well as other business users. Even coming prepared with questions, I have those answered and more!”

“This conference far exceeded my expectations. The range of topics and information presented was truly invaluable.”

“I appreciate having direct access to ANCILE members and intentional opportunities to network with other ANCILE customers.”

“Great conference – great way to learn new ideas and processes and to share with other end users and administrators.”

“Very impressed with ANCILE’s customer service. In today’s time, it is rare to receive such excellent customer service. The knowledge gained at this conference makes it a great value.”

“This was my first uPUG, and I was really impressed. The sessions were useful and it was great to connect with other users. Really enjoyed the high level of participation and interaction with the ANCILE team, many of whom I’d had the pleasure of working with but had never met.”



Did you know? _____

48 of our attendee organizations have attended two or more user group events.

VENUE



CAPITAL HILTON

1001 16th Street NW, Washington, D.C., 20036

Phone: 202-393-1000

www.hilton.com

Located just two blocks from the White House, the Capital Hilton hotel is set in the ideal location for visiting all the sights that Washington D.C. offers. Recognized on the National Register of Historic Places, this downtown Washington DC hotel is located near attractions such as the National Mall, Washington Monument and Memorials, Smithsonian Museums, and Georgetown.

Distance to the Capital Hilton from:

- Washington National Airport (DCA): 5 miles.
- Baltimore Washington International Airport (BWI): 30 miles.
- Washington Dulles International (IAD): 25 miles

Parking is available at the Capital Hilton. However, note that valet parking fees (38 USD per day) apply.



Discount!

A limited number of rooms at our event hotel are reserved at a discounted rate (\$209.00) for APUG attendees until August 20.

FAQ

WHAT IS THE COST?

A tiered rate structure, based on when you register, is being offered.

WHAT IS INCLUDED IN THE WORKSHOP COST?

- Use of a laptop for hands-on exercises
- Workshop handouts

WHAT IS INCLUDED IN THE EVENT COST?

- All sessions Wednesday morning through Friday afternoon
- Breakfast Thursday and Friday
- Lunch Wednesday through Friday
- Wednesday Welcome Reception
- Thursday Dinner Event
- Electronic copies of presentation handouts from all sessions in all tracks

Attendees are responsible for their transportation costs to Washington D.C.; lodging costs; and other meals not listed above.

HOW DO I REGISTER?

We encourage you to register early to take advantage of reduced conference rates. Please sign up through our [registration website](#). In addition, we have reserved a limited number of rooms at our event hotel. These rooms are available at a discounted rate (\$209.00) for APUG attendees until August 20. Hotel details are provided on page 18. Request the “APUG – North America” group block when registering. ANCILE monitors check-ins against the group block periodically during the registration period.

FAQ

CAN I CANCEL MY REGISTRATION?

All cancellations received before August 23 are subject to a \$200.00 cancellation fee. After August 23, no refunds will be issued: however, you may designate a substitute if you cannot attend. Cancellations should be emailed to info@ancile.com.

FEES

2-hour workshops: \$100.00



	Alumni*	Non-Alumni*	Consultants**	Register By:
Regular Registration	\$600	\$675	\$750	July 25
Late Registration	\$775	\$850	\$925	August 23

* Alumni are those companies who have sent representatives to one or more of our previous yearly events.

** Consultants are those individuals not currently under the employ or contract of a licensed organization.

APUG 2013

— What's it all about? —



HELPING YOU.

Let us help you!

At APUG, you'll learn from both your peers and ANCILE experts. Our mission is to help you – bring your questions and we'll get you answers.

KEY DATES

JULY 25 Regular registration ends

AUGUST 20 Final date to reserve rooms at discounted rate

AUGUST 23 Late registration ends; Cancellations due

SEPTEMBER 11-13 APUG 2013



We look forward to seeing you!

Until then, if you have any questions or feedback, please contact us by email at info@ancile.com