

BUSINESSOBJECTS KNOWLEDGE ACCELERATOR

RELEVANT DESKTOP USER TRAINING

Business Objects offers a powerful suite of software solutions to track, understand, and manage business performance. In order to unlock the power of your business intelligence (BI) solution from Business Objects, you need to ensure successful user adoption. Your business users will need to:

- Understand and be excited by the benefits of business intelligence
- Develop the skills to best leverage BI to perform day-to-day activities
- Continuously learn and refresh their skills to get maximum value

BusinessObjects™ Knowledge Accelerator is a customizable, web-based learning and support product you can deploy to the desktop via your intranet, server, or CD. This product gives you out-of-the-box training and performance support on a variety of our products.

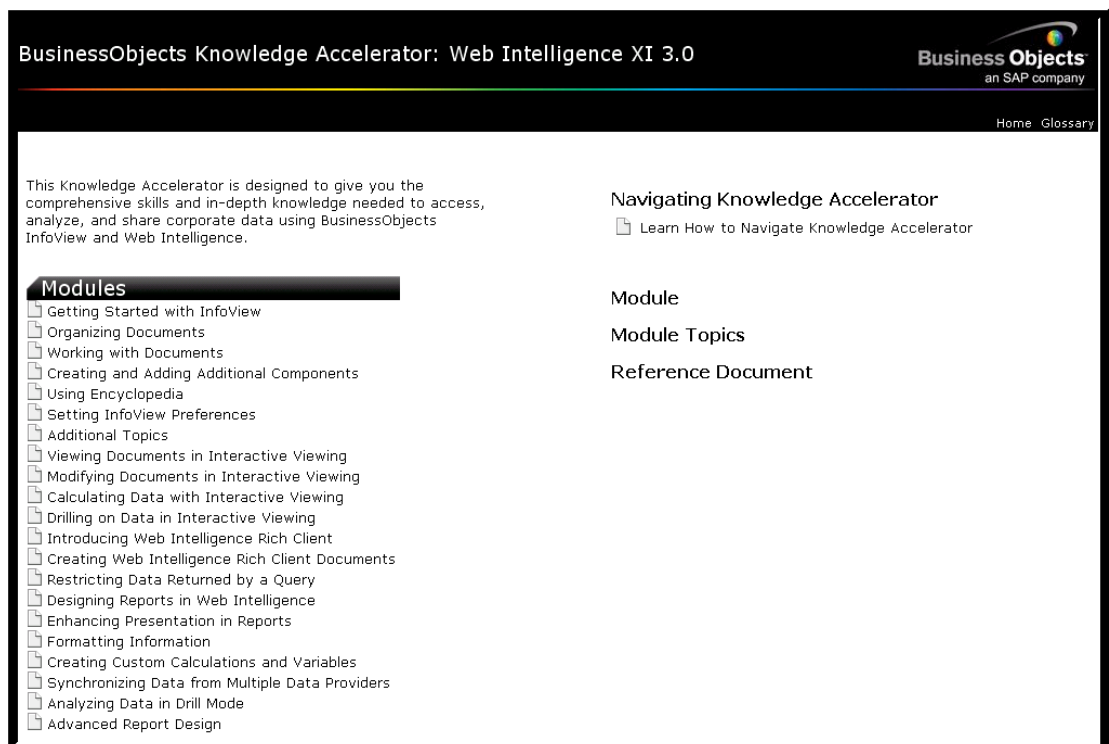
User Adoption
Low adoption of your business intelligence solution will keep your organization from getting the most value out of its investment.

Without business user training you risk:

- Outright rejection of the software
- User frustration
- Increased burdens on your helpdesk and IT staff
- Lack of results

Avoid these problems and accelerate productivity. Provide users with training that not only covers standard topics, but also provides training with organization specific data, issues, and reports.

Knowledge Accelerator will meet your requirements at a reasonable cost.



BusinessObjects Knowledge Accelerator: Web Intelligence XI 3.0

Business Objects
an SAP company

Home Glossary

This Knowledge Accelerator is designed to give you the comprehensive skills and in-depth knowledge needed to access, analyze, and share corporate data using BusinessObjects InfoView and Web Intelligence.

Modules

- Getting Started with InfoView
- Organizing Documents
- Working with Documents
- Creating and Adding Additional Components
- Using Encyclopedia
- Setting InfoView Preferences
- Additional Topics
- Viewing Documents in Interactive Viewing
- Modifying Documents in Interactive Viewing
- Calculating Data with Interactive Viewing
- Drilling on Data in Interactive Viewing
- Introducing Web Intelligence Rich Client
- Creating Web Intelligence Rich Client Documents
- Restricting Data Returned by a Query
- Designing Reports in Web Intelligence
- Enhancing Presentation in Reports
- Formatting Information
- Creating Custom Calculations and Variables
- Synchronizing Data from Multiple Data Providers
- Analyzing Data in Drill Mode
- Advanced Report Design

Navigating Knowledge Accelerator

- Learn How to Navigate Knowledge Accelerator

Module

Module Topics

Reference Document

EASY-TO-USE INTERFACE

The Knowledge Accelerator learning environment is divided into different modules and includes quick-reference material based on different learning objectives, business processes, and tasks. This allows users to focus only on the functions and concepts they need to know. They can choose what and when they want to learn, at a pace that best matches their needs. And because Knowledge Accelerator is available at any time, learners can refer back to the

tutorials or performance support documents whenever they have questions or are seeking more information on a particular topic.

GEOGRAPHICALLY DISPERSED WORKFORCE?

You're responsible for the success of your business intelligence implementation and you face many challenges. How do you:

- Train and support a geographically dispersed user community
- Support user learning needs throughout the lifetime of the deployment
- Ensure learning is relevant to your business
- Ensure new users are consistently trained

These challenges are compounded by the fact that like most organizations, yours has an annual employee turnover of more than 15%¹. Knowledge Accelerator offers just-in-time training so new users can become as productive as possible, in a short period of time.

SUBSTANDARD USER COMPETENCY?

You can learn a valuable lesson from enterprise resource planning (ERP) implementations where over 76% of users ranked skills as substandard². Without an easy-to-rollout, end-user training plan, you may experience similar results in your BI implementation.

Avoid the pitfalls experienced in ERP implementations by ensuring you plan for user training. Not only does your plan need to cover the post-implementation training, it should also cover training over a twelve-month period. Knowledge Accelerator is self-paced and ensures you offer training 24-hours a day.

The screenshot shows a training module interface. At the top, there is a navigation bar with 'Menu', 'Resources', 'Glossary', and 'Exit'. The title 'Creating Web Intelligence Rich Client Documents' is displayed on the left, and the 'Business Objects an SAP company' logo is on the right. The main content area is titled 'Overview' and contains the following text: 'This module describes how to create a new Web Intelligence Rich Client document using a Business Objects universe.' Below this, it states 'After completing this module, you will be able to:' followed by a bulleted list: 'Understand how queries give you easy access to data', 'Create a new Web Intelligence Rich Client document', 'Import and export a document', 'Edit a document's query', 'View the query properties', and 'Save a document'. The duration is listed as '30 minutes to 1 hour' and the copyright is '© 2008 Business Objects SA. All rights reserved.' To the right of the text is a large image of a modern, brightly lit hallway with a person walking in the distance. The text 'Knowledge Accelerator' is overlaid at the bottom of this image. At the bottom of the interface, there is a progress bar showing '5%' completion, 'Page 1 of 20', 'Audio Enabled', and navigation buttons for 'Back' and 'Next'.

¹ Source: "Voluntary Turnover Rates," U.S. Department of Labor. August 2003.

² Source: "Three out of four ERP users raise the white flag," Meta Group. August 2003.

OUT-OF-THE-BOX USER TRAINING

You're focused on driving project success and building a great system, so you may view training as complex or difficult to provide. Knowledge Accelerator is out-of-the-box training—it's easy to deploy and you can customize it to fit your specific environment.

Knowledge Accelerator displays your data along with best practices to deliver:

- Customized, relevant training
- Convenient desktop delivery
- Cost-effective learning

CUSTOMIZED, RELEVANT EDUCATION

Knowledge Accelerator trains users with job-specific skill development scenarios based on sample company data.. Each module provides interactive learning for concepts, practice exercises, and skill tests. In addition, it's customizable, so it meets the requirements and relevancy of each user group, varied training needs, and tasks to be performed. Business Objects can customize Knowledge Accelerator or we can train your team to customize it.

CONVENIENT DESKTOP DELIVERY

While Knowledge Accelerator is typically deployed via your intranet, you can also deploy it on a file server or on a CD. This makes it easy for your users to take the tutorials or access the online reference materials anywhere, anytime. If a user needs help when they're working, they simply open up the appropriate reference or tutorial and jump to the desired topic for immediate answers.

COST-EFFECTIVE LEARNING

The implementation of a new BI solution typically impacts a diverse range of user groups. This can make training and support overwhelming and costly. With Knowledge Accelerator, you can affordably train and support a few hundred or several thousand users at their own desks. Knowledge Accelerator is a proven solution delivered to thousands of desktops. It's fully scalable and features extensive flexibility.

WHAT ARE THE MAIN FEATURES OF BUSINESSOBJECTS KNOWLEDGE ACCELERATOR?

The latest edition of Knowledge Accelerator offers these great features:

- Entry portal with quick links to individual topics- useful for knowledge refresh and support
- Interactive menu feature to aid in navigation
- Logically organized modules for learning just the elements you need.
- Knowledge Check questions to ensure comprehension
- Scored testing simulations with unique scenarios to challenge the learner
- Integration with Learning Management Systems (SCORM Compliance)
- Customization efficiency—robust authoring tool with variety of customization options including re-branding of the Knowledge Accelerator look and feel and the ability to add a company glossary

Knowledge Accelerator speeds up user productivity, performance, and knowledge—helping users add more value. This means faster decisions, better response to issues impacting critical business drivers, and more consistent and accurate interpretation of data presented via reports and dashboards.

TECHNICAL SPECIFICATIONS TO VIEW

- Internet Explorer 6.0 or 7.0 or Firefox 1.5 or 2.0
- Windows 2000 (SP4), Windows XP (SP2), or Windows Vista
- Macromedia Flash Player 8.0 or 9.0
- Adobe Acrobat Reader 7.0 or 8.0

TECHNICAL SPECIFICATIONS TO DEPLOY (SERVER)

- Any Operating System
- Any Web Server
- 1 GB of System Memory
- Network connection capable of communicating via HTTP(S) and TCP/IP
- SCORM 1.2 or 2004 compliant for plug and play functionality with enterprise learning management (LMS) systems
- To implement Knowledge Accelerator simulation Assessment mode tracking outside an LMS, the client must create server-side software (Active Server Pages, Hypertext Preprocessor [PHP], or CGI) to handle data provided by the simulation. Knowledge Accelerator simulations provide data via a POST command, and provide user name, simulation title, total number of questions, total number correct, questions incorrectly answered, and pass/fail to the server script. This data passing feature may be disabled.

TECHNICAL SPECIFICATIONS TO CUSTOMIZE

- Microsoft Windows XP (SP2) or Windows Vista
- Internet Explorer 6.0 (SP1) or 7.0 or Firefox 1.5 or 2.0
- Microsoft .NET Framework 2.0
- 1.5 GHz (x86) processor
- 1 GB of System Memory
- 900 MB of physical storage (300 MB for program files; 600 MB for locally stored content)
- Additional physical storage may be required depending on the amount of content created
- Macromedia Flash Player 8.0 and 9.0 with Flash Global Security Settings set to “Always allow

AVAILABILITY

- InfoView XI R2 and 3.0
- Web Intelligence Interactive Viewing XIR2 and 3.0
- Web Intelligence XIR2 and 3.0

LANGUAGE AVAILABILITY

- All titles are available in English

CUSTOMIZATION PACKAGES

Get training for subject matter experts and training designers responsible for authoring custom content on company-specific data—inquire about our Jump Start and Customization Tools training packages to learn how.

MAINTENANCE

Knowledge Accelerator is sold with maintenance to ensure you have the most up-to-date training. Protect your investment and receive upgrades with new releases of our products. Maintenance also provides you with help and support for your customization developers.

ABOUT BUSINESS OBJECTS EDUCATION SERVICES

Knowledge Accelerator is one part of a end user adoption and training solution. Our Education Services team can help you with comprehensive planning, design, development, and deployment services to meet your implementation team and user skill development requirements. Benefit from the authorized difference, which includes the most comprehensive set of BI courses, dedicated facilities, certified and experienced instructors, and the first certification programs in BI.