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Oracle Guided Learning for Hosted Cloud Applications

A Technical white paper explaining how hosted cloud application customers can use Oracle Guided Learning in Commercial Cloud

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Purpose statement

This document provides a technical overview of OGL architecture and how it can be used by customers hosted in Commercial Cloud. This whitepaper explains how OGL content development and deployment will work and data information flow.

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Overview

Oracle Guided Learning (OGL) is a digital adoption platform that helps you onboard your users quickly, maximize user productivity, increase adoption of new applications, reduce support costs, and keep your users current.

OGL adds an overlay on top of any modern web application. This overlay can provide step-by-step guidance for any process flows in the application, quickly provide context-sensitive help, and support change management by delivering targeted messages to your users.

Using in-application guidance, OGL helps your employees easily correlate their workflows with transactions in the web application. Whether seeking information in OGL, or having OGL content served directly to them, users quickly acquire the learning they need to effectively do their jobs.

OGL Components

OGL is comprised of four primary components: OGL content creation and management, OGL content consumption, OGL configuration, and OGL content analysis.

OGL Content Creation and Management

When building, managing, and configuring content you will use a Chrome browser extension, the OGL Console, and the OGL editor.

When you first access OGL, you are prompted to install a Chrome extension. This extension is used to build OGL content in your web application while replicating the workflows of your user.

Much of your time working with OGL will be in the OGL Console, a cloud application used to access OGL content, manage the content, and configure the end user experience.

From the OGL console, you will access the OGL Editor to build OGL content on top of your web application. You can use the OGL console to build a wide variety of OGL content, including:

Process guides to walk users through a process, step-by-step.

Smart Tips to provide context-sensitive help accessible from a variety of UI elements (help icons or flashing beacons) or directly on top of an application element.

Messages to help with change management or take advantage of moments in your application — annual events, month-end events, or significant events affecting your business.

Training Content—links to assets you've already created like videos, eLearning, policies, training guides, and documentation—to make OGL the hub of your application training and resources.

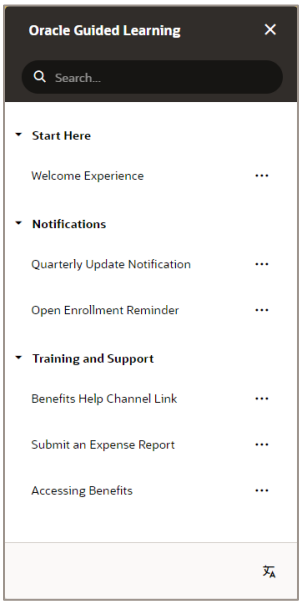
OGL Content Consumption

End users experience OGL through the Help Widget, Help Panel, and OGL content (Process Guides, Smart Tips, Beacons, and Training Content).

Help Widget

The Help Widget sits on top of a web application and provides access to OGL content. You can reposition the Help Widget anywhere on the screen. Selecting the “i” icon on the Help Widget opens the Help Panel.

Help Panel



The Help Panel is a searchable list of the OGL content available on demand to your users. You can choose what content appears in the Help Panel and segment that content to users based on their role in the application, location, or other factors. Content in the Help Panel can vary by page and by the user accessing it.

OGL Content

With the exception of Training Content — external content that you make accessible—OGL Content is learning content in the form of tips that lay over your application. Whether you create Process Guides, Smart Tips, Beacons, or Messages, they are all presented as tips, kind of like conversation bubbles in comics that provide information about the application or business transaction that you are completing.

You determine how users get access to OGL content. They can either pull the content by opening the Help Panel and finding relevant content or content can be pushed to users by automatically launching it. Automatically launch content through Messages and Smart Tips or use Launchers to start OGL content as soon as a user interacts with a UI element.

OGL Configuration

You configure OGL by embedding JavaScript in your application. You can embed the JavaScript in your web application, inject the JavaScript in your application by using a browser extension, or, if you are an Oracle Fusion Cloud customer, the JavaScript is already in the application, you just need to configure it.

OGL Content Analysis

Access consumption data to understand how Guided Learning is being used within your organization. Use metric driven insights to optimize and manage business processes and improve user experience.

OGL OCI Commercial Tenancy

OGL is currently deployed in the OCI Gen 2 commercial tenancy in different regions. Oracle Gen 2 Cloud is centered on being autonomous and secure. These design principles deliver built-in security to mitigate threats, superior economics with improved automation, and industry leading scalability and availability.

With Gen 2 Cloud, it's a comprehensive & secure solution that addresses the needs of all users, apps, data and infrastructure. This architecture also has integrated governance, control and is reliably backed by end-to-end SLAs. It provides a complete set of solutions for managing data across diverse data types and provides rich AI-based visual analytics. Furthermore, Oracle's Gen 2 Cloud is the only infrastructure built to run on Oracle Autonomous Database, the industry's first and only self-driving database. With this alignment, Oracle is paving the road to becoming the world's first complete and truly autonomous cloud.

When combining an extensive data management portfolio with an advanced infrastructure platform, the Gen 2 Cloud can power all types of workloads while also enabling customers to run their corresponding applications, extensions, and other custom apps. It is simplifying IT and business functions by engineering all our products to work together, with each piece benefiting from the capability of its underlying platform. Machine learning powers autonomous systems that can eliminate human labor and pilot error, as well as the need for physical assets like storage and compute. Meanwhile, Gen 2 Cloud supports all the emerging technologies - which include artificial intelligence, machine learning, IoT, blockchain, and human interfaces - driving new opportunities for innovation for our customers.

This new generation of cloud is the ultimate expression of our commitment to enable our customers and to continuously deliver new capabilities while simplifying the path to cloud. It marks the new wave of technology where systems are more secure, the risk of data loss is greatly reduced, and labor costs are cut back. And with these new innovations, our customers can chart their path to the future of IT to drive faster results and real value.

Akamai Content Delivery Network Services (CDN) in Oracle Guided Learning

Oracle Guided Learning makes use of the Content Delivery Network Services (CDN) services of Akamai to providing caching and security via the edge servers. Akamai is front ended (edge-server) to our current commercial deployments providing fast access to content for our customers. Akamai provides a defensive shield built to protect the OGL URLs, ensuring protection against malware, phishing, data exfiltration, DDoS and other advanced attacks.

Akamai CDN for OGL primary use:

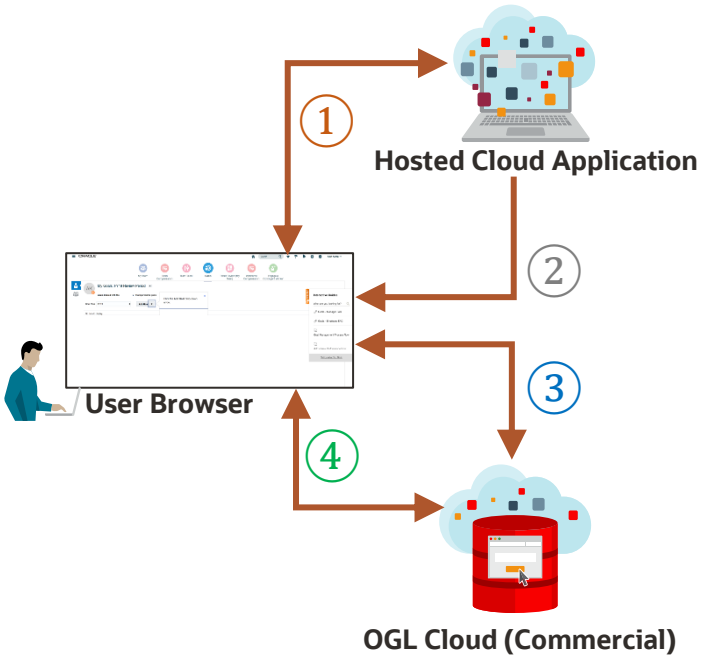
Globally distributed caching of training content

Identify and block malicious traffic to our servers

Application Flow & Data Capture

OGL Content Deployment

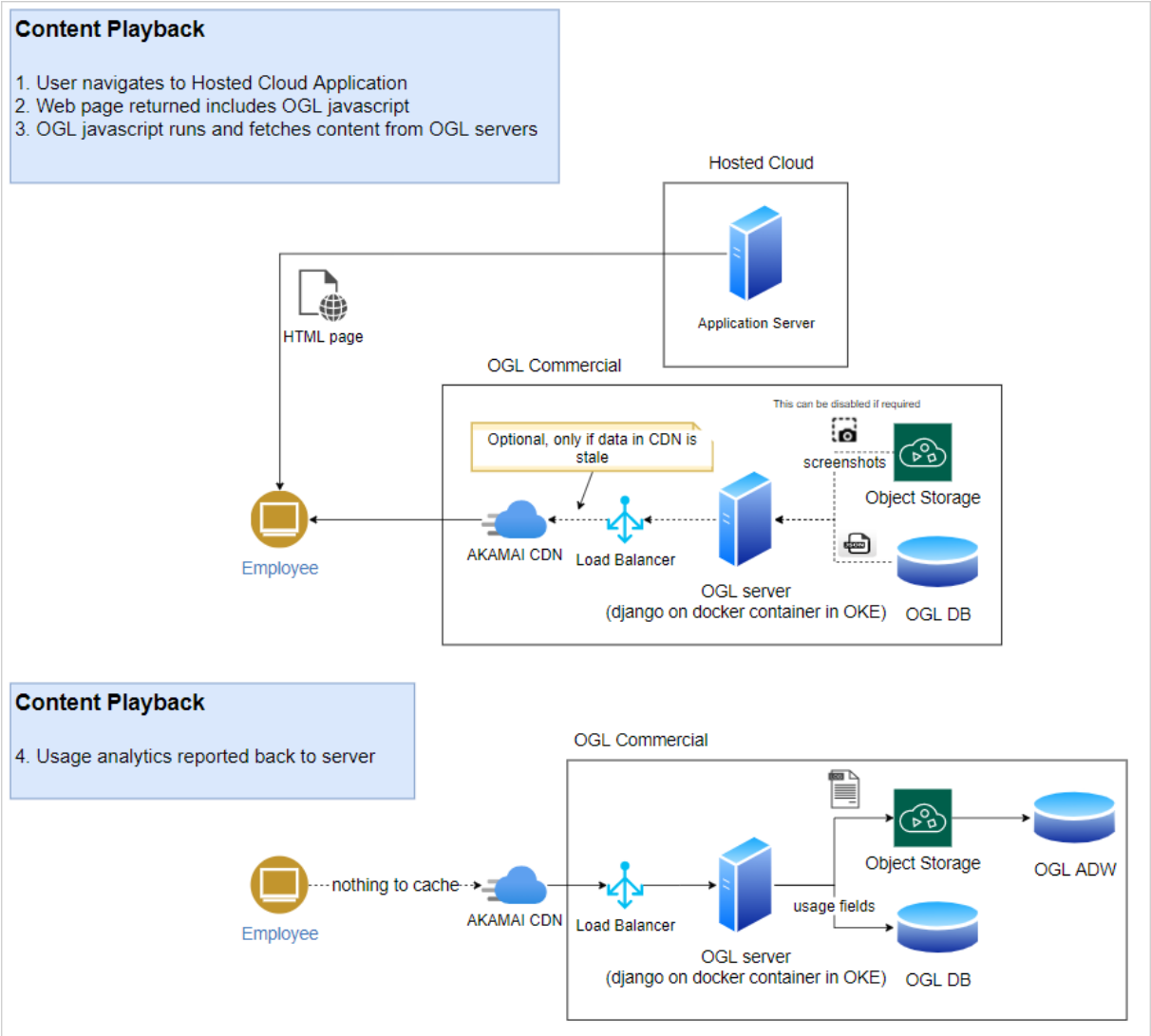
1. User navigates to Hosted Cloud Application from their browser
2. Returned page loads embedded Guided runtime library (JavaScript)
3. User and role information is captured by OGL (Optional)
4. OGL run time library loads relevant content. OGL Widget appears on the browser.



Data Capture:

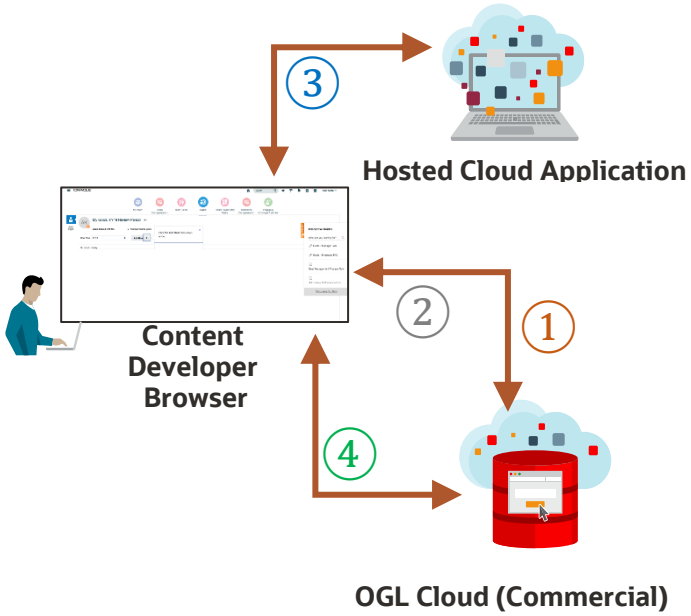
- Oracle Cloud Username can be captured for consumption reporting and analytics (Optional – See **OGL Analytics**)
- Oracle Cloud user role is read to present right content to the user (Stored in OGL DB)
- Oracle Cloud users' IP addresses are not captured, stored, or tracked in the OGL application code.

Content Playback Data Flow



OGL Content Development

1. Chrome Extensions is installed on client Browser (One time) – Via Chrome Store
2. Content Developer navigates to OGL Cloud
3. Content Developer navigates to Cloud Application
4. Content is captured from the browser and stored in OGL Cloud

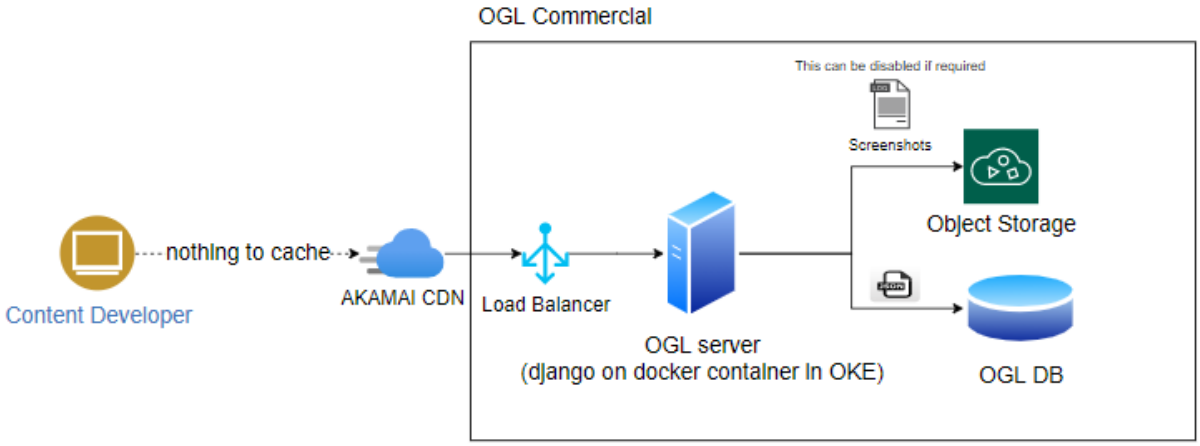


Data Capture

Training content and information is provided by the content developer

All confidential documents, policies are only provided as links and secured in the Hosted Cloud Application.

Content Creation Data Flow



Security

Secure Communication, browser level access only, does not interact with Application servers and all communications use secure protocol https. Fusion SaaS application is accessed from the same browser via the existing secure channel to the Hosted Cloud Application. The same browser will access the Guided Learning application in the OGL commercial tenancy. There is no integration, connection or communication between the applications hosted in the Hosted Cloud Application and the applications hosted in the OGL Commercial tenancy.

Access Control, only content developers need access to the core OGL application during testing and editing guides (Test Environment). No access is required to the production application. End user access is driven based on core application access.

JS Embedding

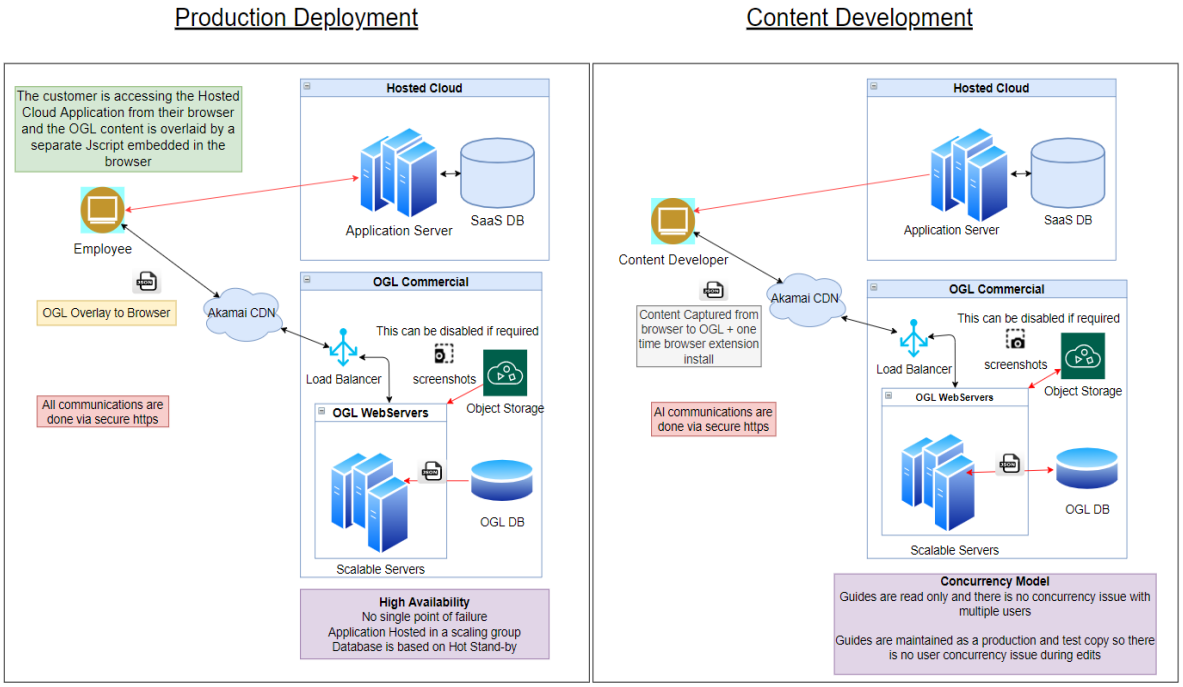
The sample JavaScript below gets embedded on Fusion Application pages in the End Users browser. The Username, GUID and Roles are read from the Hosted Cloud Application and these values are set for this instance and used to display the relevant guides from the OGL application in the OGL commercial Tenancy. This code loads Guided Learning player and guide lists. The player launches the Guide JSON when activated by the user in the browser.

```
<script type="text/javascript">
var user_role = '';
if(#{ReadRole['ORA_PER_EMPLOYEE_ABSTRACT']}){
user_role+='|employee|';
}
if(#{securReadRole['ORA_PER_LINE_MANAGER_ABSTRACT']}){
user_role+='|line_manager|';
}
if(#{Readrole['ORA_PER_HUMAN_RESOURCE_SPECIALIST_JOB']}){
user_role+='|hr_specialist|';
}
window.ir_fields = {
user_id:"#{secuReaaduser.GUID}",
user_name:"#{readusername.displayName}",
user_role:user_role
};

window.iridize=window.iridize||function(e,t,n){return
iridize.api.call(e,t,n);};iridize.api=iridize.api||{q:[],call:function(e,t,n){iridize.api.q.push({method:e,data:t,callback:n
});}};
/*Version:01.01.19 v1*/
iridize.appId="GSJjyzsfTw669+WeKuxwfA";
iridize.reportPrefix = "https://staging.iridize.com/player/latest";
/*Guided Learning Launch Code*/
</script>
```

OGL Commercial Tenancy with Hosted Cloud Application Data Flow

Users access to the Hosted Cloud Application and OGL in a commercial tenancy from the same browser



OGL Analytics

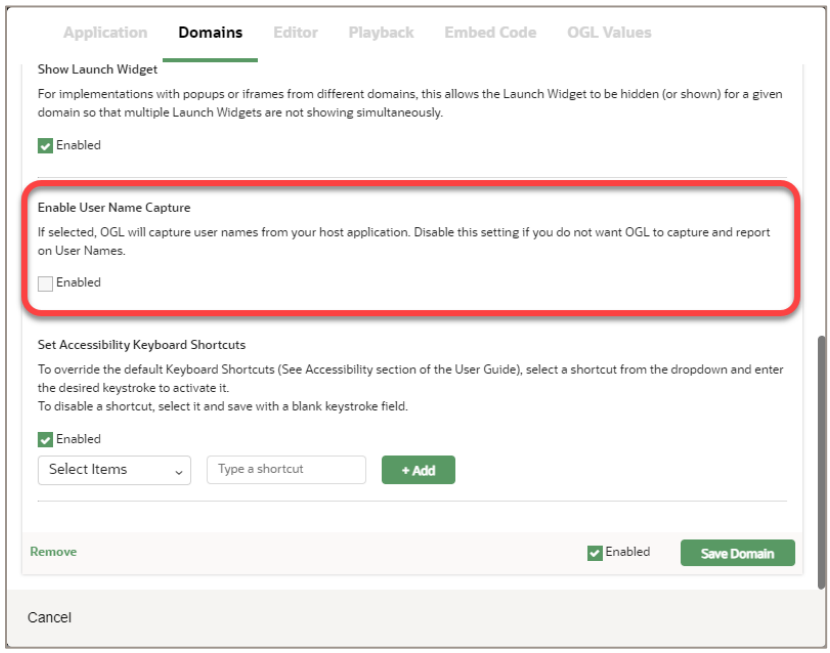
OGL has its own built-in Analytics Dashboard. This is used to create consumption reports based on data stored in the Autonomous Data Warehouse (ADW). This gives the executive management team reports and dashboards to gauge how their employees are consuming guided learning content. Provides visibility to content usage by their employees.

Data Capture

Oracle Cloud Username can be captured for consumption reporting (Optional)

No PII data is stored in ADW (Username and Email can be captured but this is optional).

By default, usernames are not captured from the host application unless enabled by an OGL administrator with appropriate security role and privileges. This setting is found in the OGL application settings when configuring Domains (as shown below).



When this setting is disabled, usernames will **not** be captured from the host application and sent back to OGL. Instead, OGL will receive a GUID directly from the host application as the user identifier, which will not expose the user's personal identifiable information (PII). (See example analytics dashboard below)

Disaster Recovery

Oracle Guided Learning Disaster Recovery Plan

Cross regional Disaster Recovery is setup in each region, NAMER, EMEA & APAC.

RTO = 60 mins, RPO = 0 mins

	NAMER Region	EMEA Region	APAC Region
Primary	Phoenix (PHX)	Frankfurt (FRA)	Sydney (SYD)
DR	Ashburn (IAD)	Amsterdam (AMS)	Melbourne (MEL)

The DR region has a scaled down compute nodes with cross regional ADB standby databases & object storage bucket replication.

OGL Backup Model

OGL Database

Autonomous Database (ATP/ADW): automatically backs up the databases. The retention period for backups is 60 days. The database can be restored and recovered to any point-in-time in this retention period. Autonomous Database performs periodic backups including full, cumulative, and incremental backups, to ensure data reliability and recoverability.

In Case of a Disaster

The DR region compute nodes will be scaled up, the standby database in the DR region will be switched from standby to primary and the application URL will be redirected via Akamai to the DR region application URL.

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