

HP ART 5.2 Website Guide



Quick Reference Guide

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Quick Reference Guide

Revision A

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HP ART 5.2 Website Guide

Quick Reference Guide

2014 – 2015

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Introduction

The **HP Adoption Readiness Tool (HP ART)** is an innovative authoring tool that allows consultants and clients to create customized training, documentation, and support content, whether starting with HP prebuilt content or creating new material. As a single source, multiple output, object recognition technology, HP ART dramatically reduces content development time and improves software adoption.

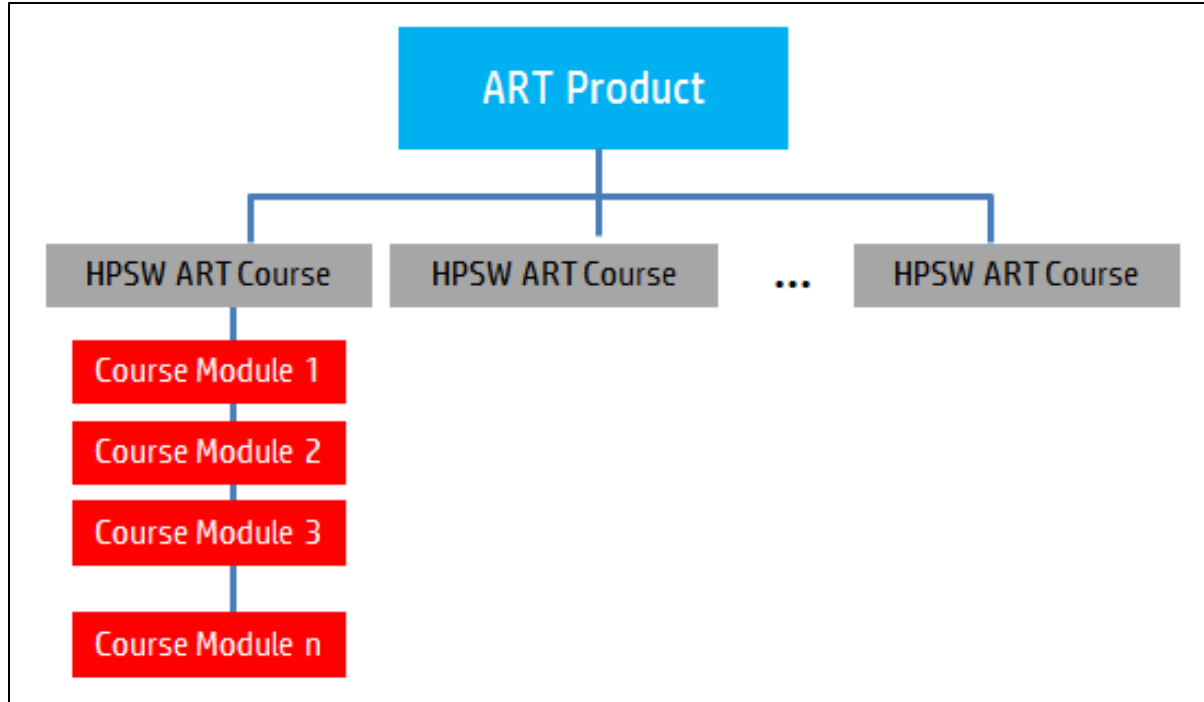
This guide contains high-level, step-by-step instructions to create the HP ART website. This guide is designed as a supplemental support document only and is not intended to be a replacement for training.

For additional information about ART and ART Training and Services, contact your HPSW Sales Representative today or contact hpsoftware.art@hp.com for further information.

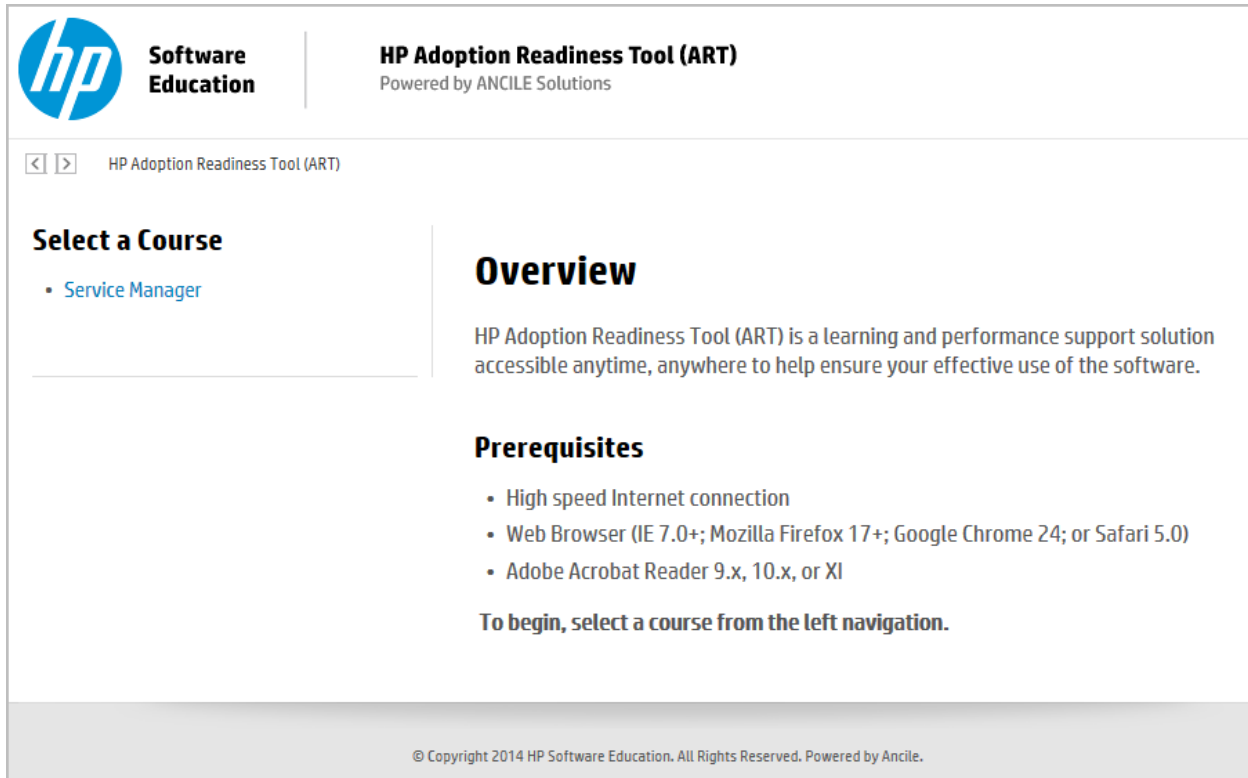
This document is updated based on consumer feedback. Check the Software [Support Online \(SSO\)](#) HP Software to ensure that you have the current version.

HP ART Website Structure

The HP ART website is organized into three levels, each represented by a separate web page—the ART product launch page, the Course launch page, and the Module launch page.



ART Product Launch Page



HP Software Education

HP Adoption Readiness Tool (ART)
Powered by ANCILE Solutions

< > HP Adoption Readiness Tool (ART)

Select a Course

- [Service Manager](#)

Overview

HP Adoption Readiness Tool (ART) is a learning and performance support solution accessible anytime, anywhere to help ensure your effective use of the software.

Prerequisites

- High speed Internet connection
- Web Browser (IE 7.0+; Mozilla Firefox 17+; Google Chrome 24; or Safari 5.0)
- Adobe Acrobat Reader 9.x, 10.x, or XI

To begin, select a course from the left navigation.

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The top level of the ART website is the ART product. The ART product web page introduces you to ART. This page includes a short introduction to ART, as well as the prerequisites required to view ART content. You can access each HP Software ART course included in the website from the left navigation menu of the ART product launch page under the Select a Course heading.

Important: When referring to the ART website, do not confuse the term course with the (.ulc) ART Developer Kit source file. The courses listed on the ART product launch page represent HP Software ART content, for example the Cloud Service Automation 3.1 ART course or the HP Service Manager 9.30 ART course.

Course Launch Page

The screenshot shows the HP Adoption Readiness Tool (ART) interface. At the top left is the HP Software Education logo. To its right, the text reads 'HP Adoption Readiness Tool (ART)' and 'Powered by ANCILE Solutions'. Below the logo, a breadcrumb trail shows '< >' followed by 'HP Adoption Readiness Tool (ART) / Service Manager'. The main content area is divided into two columns. The left column, titled 'Select a Module', contains a list of links: 'ART Tour', 'Introduction', and 'Service Desk'. The right column contains the following sections: 'Overview' with a paragraph stating the course consists of 2 modules from the HP Service Manager 9.3 ART course; 'Course Objectives' with a list of three objectives: describing features/benefits, explaining concepts/terminology, and navigating within each core module; and a concluding sentence: 'To begin, select a module from the left navigation.' A footer at the bottom of the page reads: '© Copyright 2014 HP Software Education. All Rights Reserved. Powered by Ancile.'

HP Software Education

HP Adoption Readiness Tool (ART)
Powered by ANCILE Solutions

< > HP Adoption Readiness Tool (ART) / Service Manager

Select a Module

- [ART Tour](#)
- [Introduction](#)
- [Service Desk](#)

Overview

The content in this sample ART course consists of 2 modules from the HP Service Manager 9.3 ART course and gives you the opportunity to experience ART's easy access to self-paced learning.

Course Objectives

At the end of the course, you will be able to:

- Describe the features and benefits of HP Service Manager.
- Explain the key concepts and terminology associated with the Service Manager product.
- Navigate within each of the HP Service Manager core modules.


To begin, select a module from the left navigation.

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The second level of the ART website is the course web page. The course web page introduces the selected HP Software ART course. In the example above, a Service Manager course launch page is displayed. The course launch page includes an overview of the HP Software ART course, including the learning objectives.

All HP Software ART courses consist of several modules. You can access the modules that are included in the selected course from the left navigation menu under the Select a Module heading.

Module Launch Page

**Software
Education**

HP Adoption Readiness Tool (ART)
Powered by ANCILE Solutions

[<](#) [>](#) HP Adoption Readiness Tool (ART) / Service Manager / Service Desk

Service Desk

Overview

In this module, you will learn about Service Desk. Click the Launch Module button below to view the eLearning course module, or quickly master a specific task by launching a Simulation or Job Aid.

Launch Module

Launch Simulation

- [Add a Required Action](#)
- [Apply InteractionTemplates](#)
- [Close an Interaction](#)
- [Duplicate Interaction Records](#)
- [Escalate an Interaction](#)
- [Log an Interaction Using ESS](#)
- [Register an Interaction](#)
- [Search Interaction Records](#)

Launch Job Aid

- [Add a Required Action](#)
- [Apply InteractionTemplates](#)
- [Close an Interaction](#)
- [Duplicate Interaction Records](#)
- [Escalate an Interaction](#)
- [Log an Interaction Using ESS](#)
- [Register an Interaction](#)
- [Search Interaction Records](#)

The Module launch page provides access to the ART content. You can either launch the e-learning course module directly by clicking the Launch Module button or, to quickly master a specific task, you can launch a simulation or job aid within the Launch Simulation or Launch Job Aid options.

Creating the ART Website

When you purchase an HP Software ART course, the ART website output files are included in the content package within the output folder.

To create your own ART website, or customize an existing website, you complete the following steps:

1. Prepare the ART files.
 2. Create the website (.uws) file.
 3. Insert the source content files.
 4. Organize the website.
 5. Create the ART product launch page.
 6. Create the course launch page.
 7. Organize the website with the new launch pages.
 8. Batch publish source files.
 9. Publish the website.
-

Step 1: Prepare the ART Files

Before creating the ART website, you should organize the ART content into the following folder structure:

ART_Project

 source

 module1

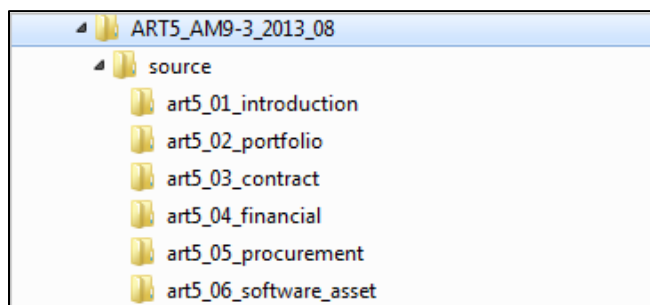
 (folder containing the course and recording source files for module 1)

 module2
















 (folder containing the course and recording source files for module 2)

 ...

Below is a sample ART project folder for the HP Asset Manager 9.30 ART course:



For each module, the module folder contains the course (.ulc) and recording (.udc) source files:

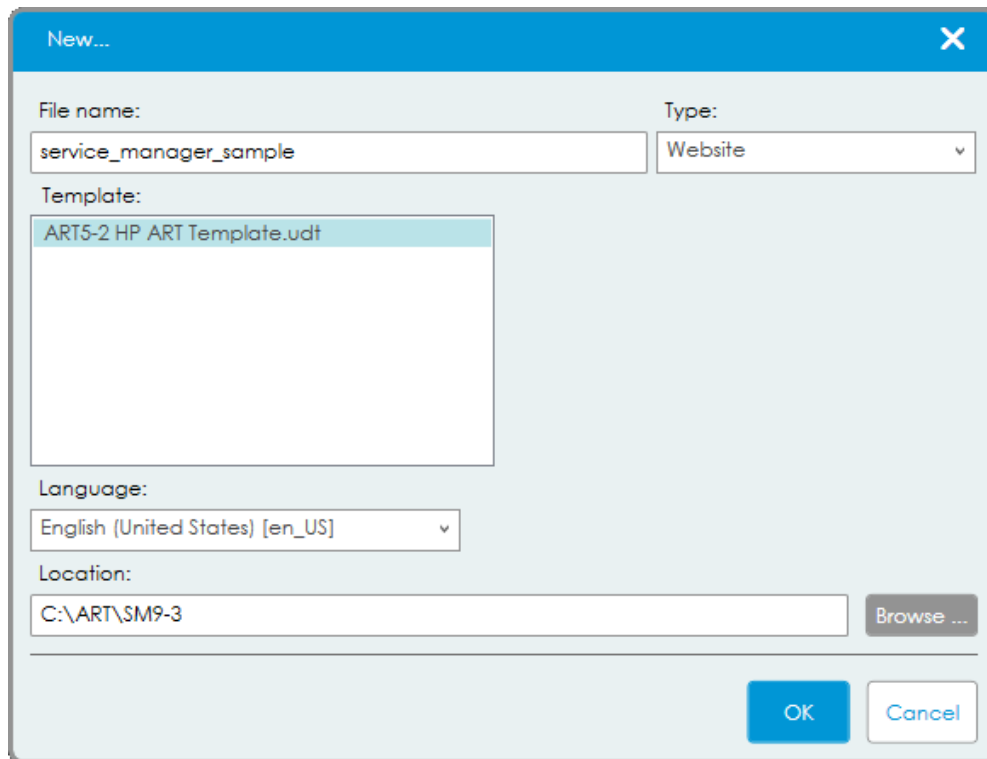
	art5_01_introduction-to-asset-manager_...	7/2/2013 2:14 PM	HP ART Course	226,969 KB
	art5_01_apply-simple-filters_am9-3.udc	7/2/2013 9:44 AM	HP ART Document	1,107 KB
	art5_01_apply-simple-filters-windows_a...	7/2/2013 1:52 PM	HP ART Document	3,935 KB
	art5_01_course-tour_am9-3.udc	7/2/2013 1:38 PM	HP ART Document	6,326 KB
	art5_01_create-a-favorite_am9-3.udc	7/2/2013 9:46 AM	HP ART Document	1,645 KB
	art5_01_create-a-query_am9-3.udc	7/2/2013 9:47 AM	HP ART Document	1,859 KB
	art5_01_create-a-query-windows_am9-3....	7/2/2013 9:48 AM	HP ART Document	4,669 KB
	art5_01_create-a-statistics-chart_am9-3.u...	7/2/2013 9:48 AM	HP ART Document	682 KB
	art5_01_create-a-statistics-chart-window...	7/2/2013 9:49 AM	HP ART Document	1,480 KB
	art5_01_export-lists_am9-3.udc	7/2/2013 9:50 AM	HP ART Document	1,111 KB
	art5_01_export-lists-windows_am9-3.udc	7/2/2013 9:50 AM	HP ART Document	3,325 KB
	art5_01_navigating-interface_am9-3.udc	7/2/2013 9:51 AM	HP ART Document	622 KB
	art5_01_navigating-interface-windows_a...	7/2/2013 9:52 AM	HP ART Document	2,570 KB
	art5_01_web-client-login_am9-3.udc	7/2/2013 9:52 AM	HP ART Document	1,046 KB
	art5_01_windows-client-login_am9-3.udc	7/2/2013 9:53 AM	HP ART Document	1,296 KB

Step 2: Create the Website (.uws) File

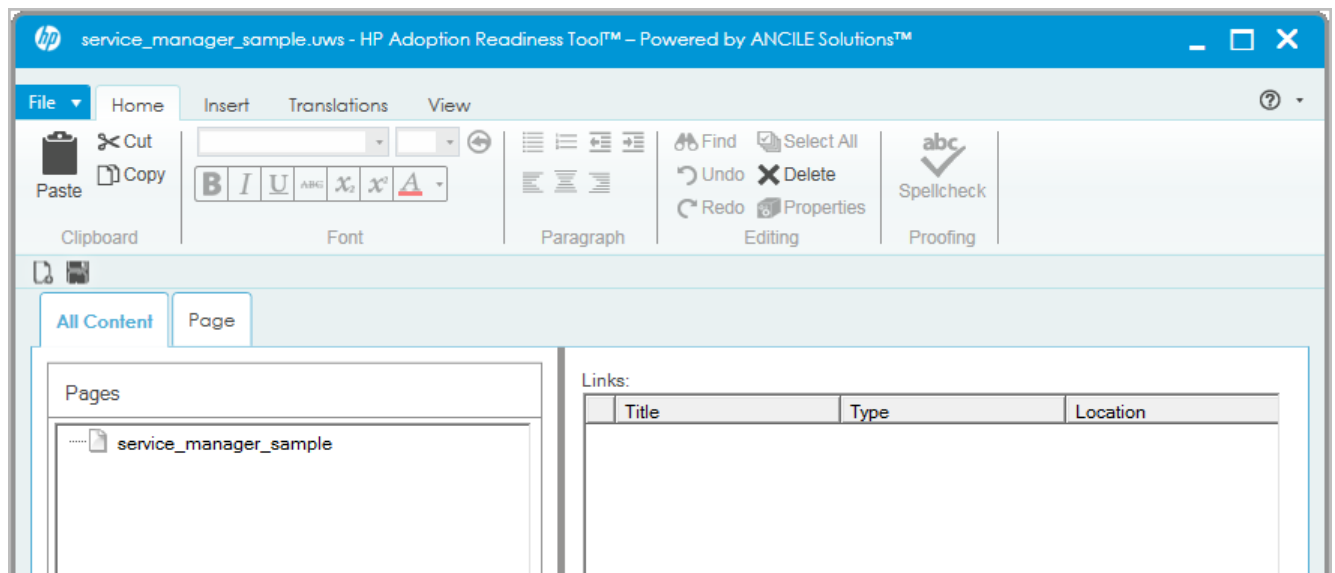
Select File → New... from the ART editor window.

Within the New window, populate the following fields and click the OK button:

File name	Enter the name of the website (.uws) file.
Type	Select Website from the drop-down menu.
Template	Select the desired template.
Language	Select the desired language.
Location	Specify the location to store the website (.uws) file.

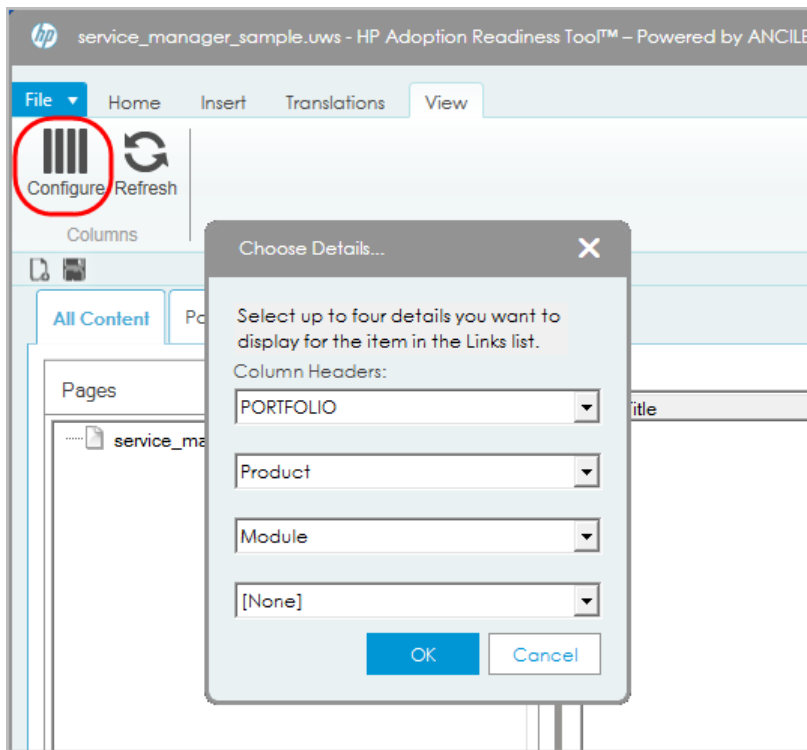


The ART editor displays the new website file.



If this is the first time you are creating a website, select View → Configure from the ART editor.

Within the Choose Details... window, select PORTFOLIO, Product, and Module from the drop-down lists and then click the OK button. This confirms that these columns will be displayed in the Links panel so that you can easily determine if the module properties are entered correctly.

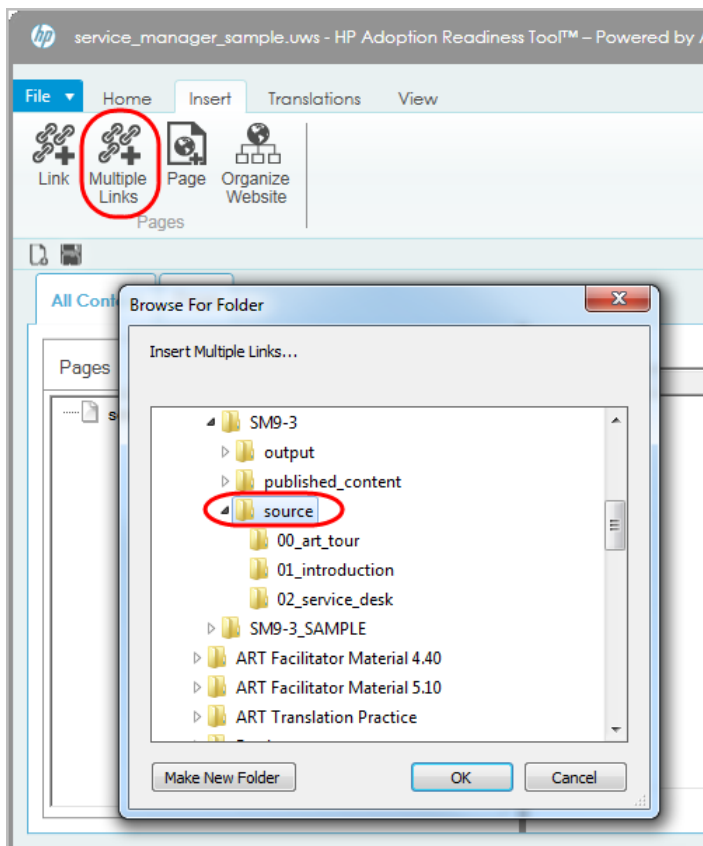


Step 3: Insert the Source Content Files

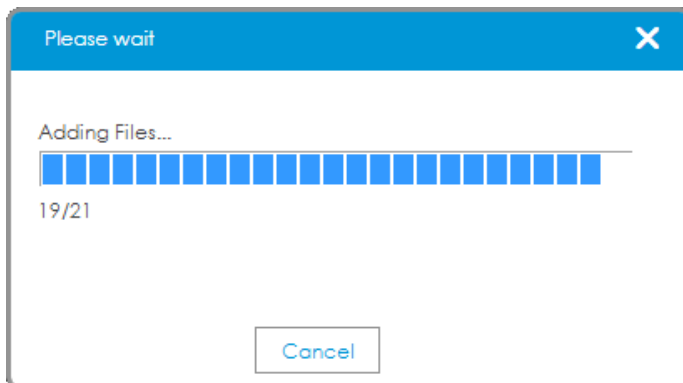
To insert the source content files, select Insert → Multiple Links... from the editor menu.

Navigate to the source folder of your project and click the OK button.

Note: All source files located within the source folder are imported into the website.



























A progress menu is displayed during the import process.



The Links window pane lists each file. Notice that each file is categorized by PORTFOLIO, Product, and Module. HP ART creates the website structure based on how you configure the properties for each file. For this reason, you must properly complete the properties for each file.

Links:

	Title	Type	PORTFOLIO	Product	Module
	ART Tour	Course	ITSM	Service Manager	ART Tour
	Create a Chart	Document	ITSM	Service Manager	Introduction
	Create a Custom MySM Page	Document	ITSM	Service Manager	Introduction
	Create a Dashboard	Document	ITSM	Service Manager	Introduction
	Create a Favorite	Document	ITSM	Service Manager	Introduction
	Export Records	Document	ITSM	Service Manager	Introduction
	Introduction	Course	ITSM	Service Manager	Introduction
	Log in to the Web Client	Document	ITSM	Service Manager	Introduction
	Log in to the Windows Client	Document	ITSM	Service Manager	Introduction
	Modify Columns	Document	ITSM	Service Manager	Introduction
	Navigate the Web Client	Document	ITSM	Service Manager	Introduction
	Navigate the Windows Client	Document	ITSM	Service Manager	Introduction
	Search for Records	Document	ITSM	Service Manager	Introduction
	Apply Interaction Templates	Document	ITSM	Service Manager	Service Desk
	Close an Escalated Interaction	Document	ITSM	Service Manager	Service Desk
	Close an Interaction	Document	ITSM	Service Manager	Service Desk
	Duplicate Interaction Records	Document	ITSM	Service Manager	Service Desk
	Escalate an Interaction	Document	ITSM	Service Manager	Service Desk
	Log an Interaction Using the Emplo...	Document	ITSM	Service Manager	Service Desk
	Register an Interaction	Document	ITSM	Service Manager	Service Desk
	Search Interaction Records	Document	ITSM	Service Manager	Service Desk
	Service Desk	Course	ITSM	Service Manager	Service Desk
	Use Knowledge to Solve an Interac...	Document	ITSM	Service Manager	Service Desk
	Withdraw an Interaction	Document	ITSM	Service Manager	Service Desk

Before continuing to build the website, you should validate the content loaded into the Links content pane. Under the Type column, all course module files (.ulc) are listed as Course and all recording files (.udc) are listed as Document.

If you discover that a file is incorrect or missing the PORTFOLIO, Product, or Module information:

1. Open the source files and correct the property information.
2. Save the file.
3. Refresh the .uws properties by right-clicking a document in the table, select Properties, and click OK. This forces a refresh of all file properties.

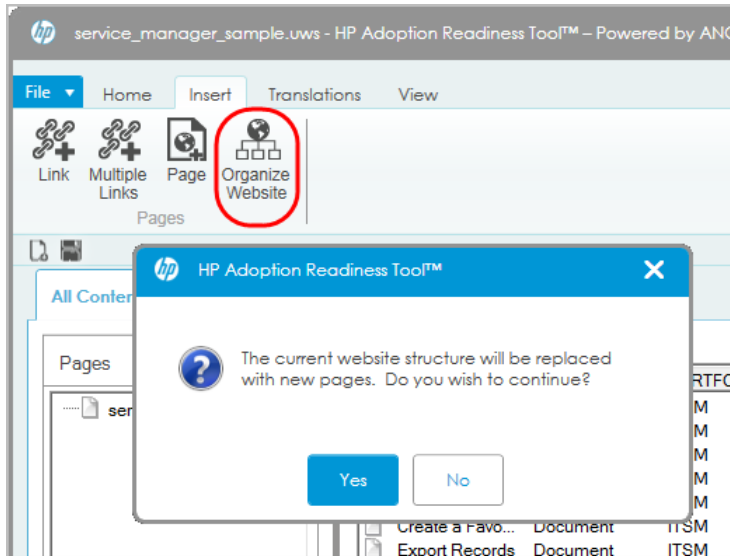
Note: Use the View → Refresh option to ensure that all the files in the website are the current version.

Step 4: Organize the Website

ART uses the Product and Module property values of each file to organize the structure of the website.

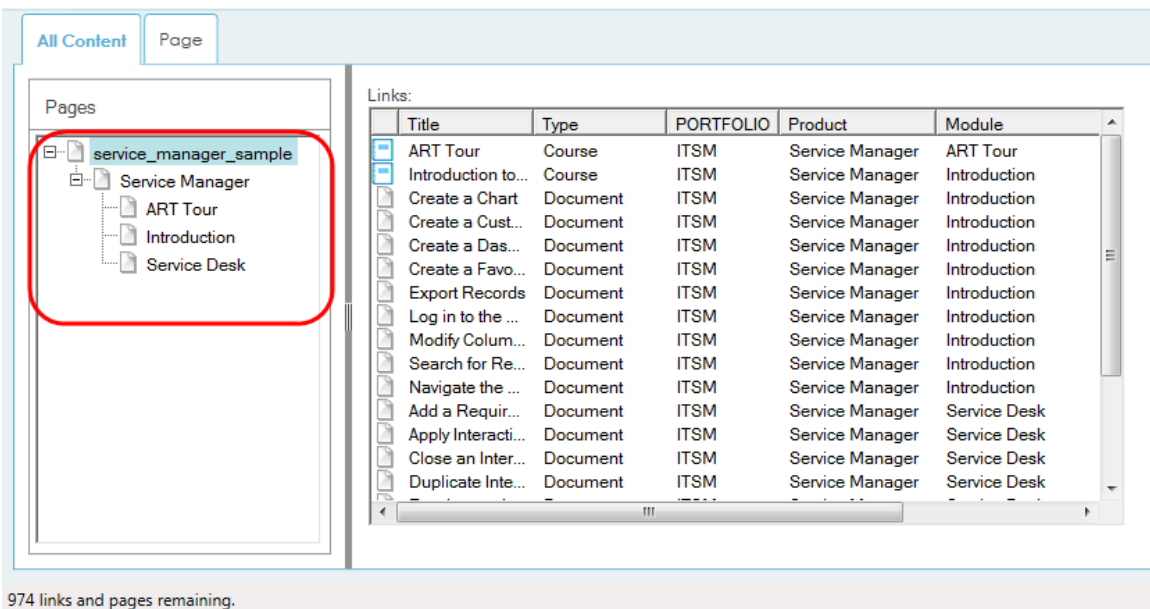
Select Insert → Organize Website from the editor menu.

A confirmation message is displayed. Click the Yes button.



The new organization of the website is displayed within the Pages pane. The three organizational levels include:

- The root .uws file
- The HP Software ART course (Service Manager Sample in this example)
- All modules within the ART course

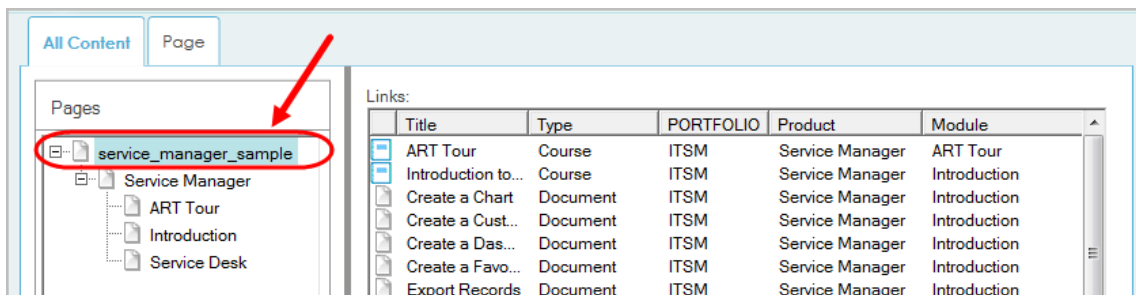


The Pages task pane on the left is organized based on the defined product and module. This pane shows the order in which the course modules will appear on the final website. These titles appear in the breadcrumbs on the website. You can edit the names, if necessary.

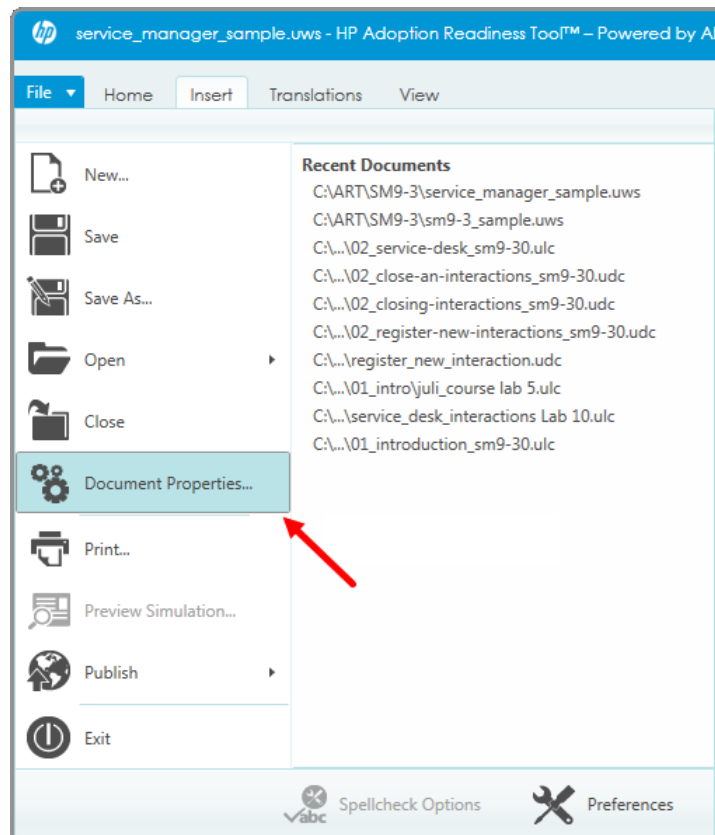
This is another opportunity to ensure that the module properties are accurate. The Organize Website function creates a page for each unique product and module. If there are typos or missing information, it will be obvious when reviewing this website tree.

If desired, you can reorder the modules using drag and drop. If you use the best practice of naming your files starting with 01_*, 02_*, and so forth, they will display in the designed order.

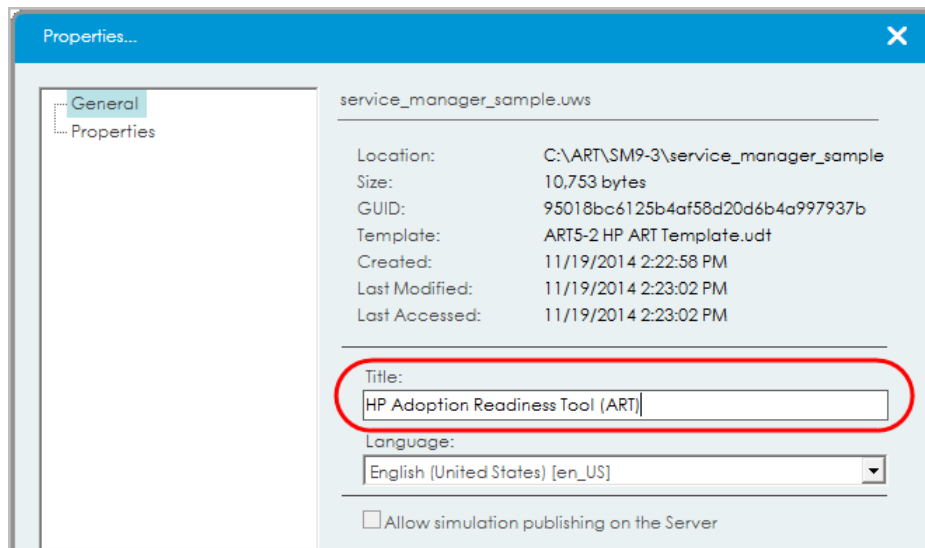
By default, the root page is given the same name as the .uws file. You should change the name to easily identify the course.



To change the root page name, select File → Document Properties

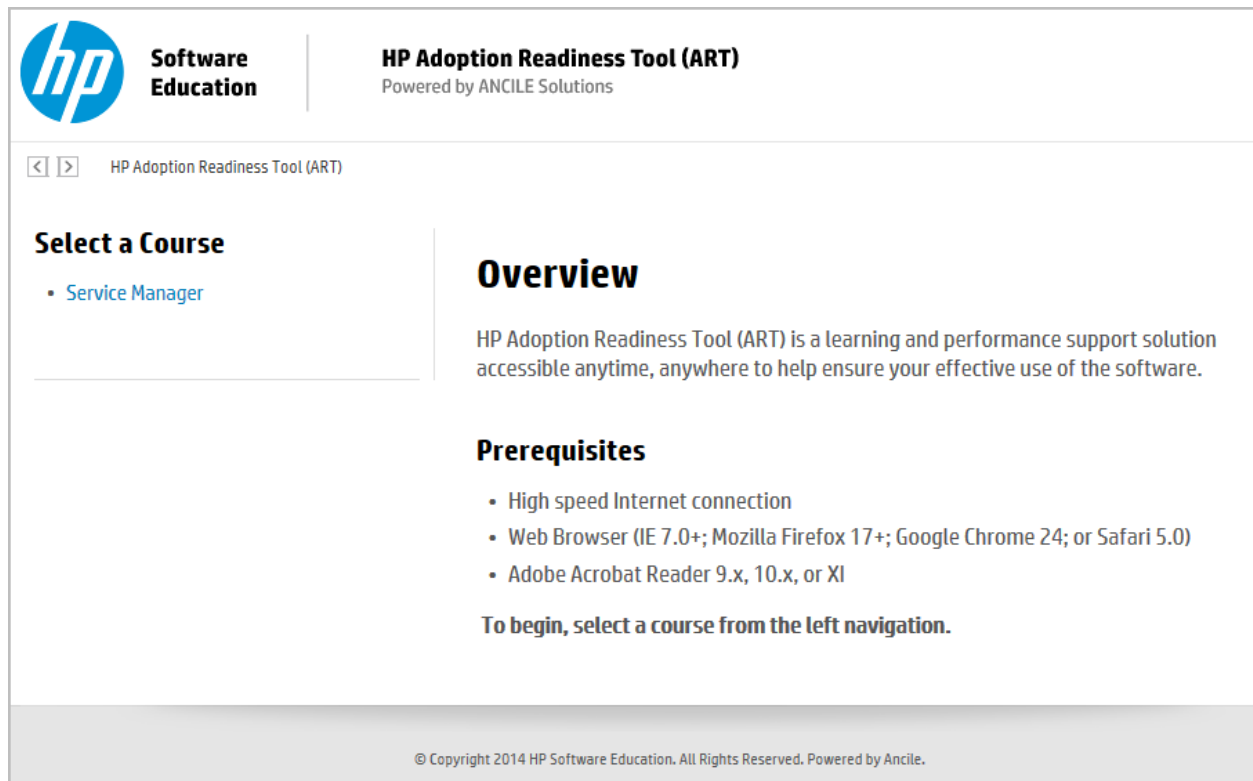


Within the Properties window, edit the Title field with the desired name.



Step 5: Create the ART Product Launch Page

The ART product launch page is the first page you see when you launch the ART website.

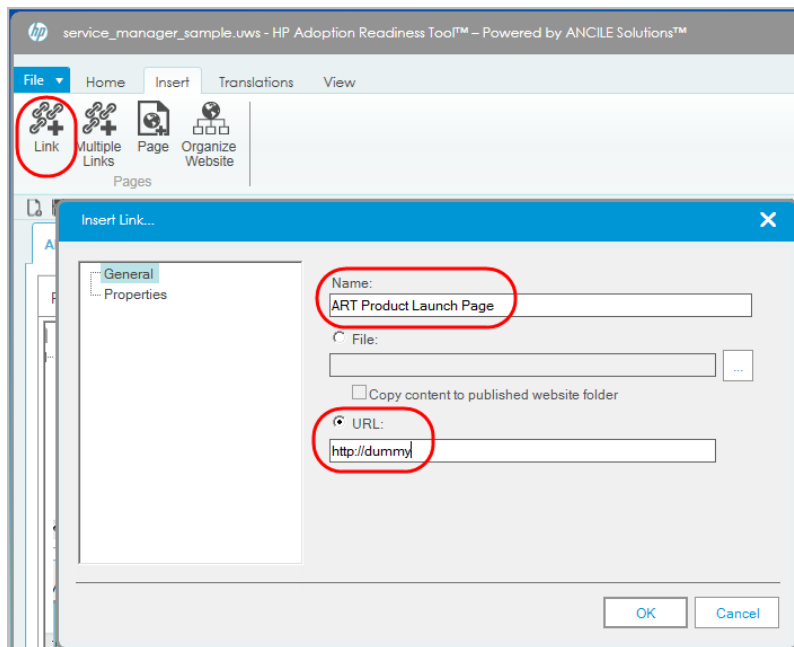


The ART product launch page is a logical link, not a physical web page. You create a link and configure its properties with the information you want to display on the launch page. When you publish the course, HP ART pulls the property information and formats it to create the launch page.

To create the ART product launch page, select Insert → Insert Link from the editor menu.

Within the General section of the Insert Link window, populate the following fields as shown:

Name	ART Product Launch Page
URL	http://dummy



Navigate to the Properties section of the Insert Link window. Enter the information you want to display on the ART product launch web page.

You can use the following fields to populate the ART product launch web page. All fields are optional, with the exception of the InfoPage field. When you set the InfoPage field to True, ART recognizes the page as a launch page.

Property Field	Description
BeginHere	Instructions to learner on what to do after reading the product launch page contents. Appears last on the product launch page
Description	First paragraph that is displayed
DescriptionBullet1	Description bullet list item 1
DescriptionBullet2	Description bullet list item 2
DescriptionBullet3	Description bullet list item 3

Property Field	Description
DescriptionBullet4	Description bullet list item 4
Description2ndParagraph	Second paragraph displayed after description bullets
Objective1	Objective list item 1
Objective2	Objective list item 2
Objective3	Objective list item 3
Objective4	Objective list item 4
Objective5	Objective list item 5
Audience	Statement that describes the intended audience of the ART product
Prerequisite1	Prerequisite 1
Prerequisite2	Prerequisite 2
Prerequisite3	Prerequisite 3
InfoPage	Must be set to True for all logical website launch pages

Insert Link...

General
Properties

Name	Value
BeginHere	To begin, select a course fro...
Keywords	
Comments	
Owner	
Keywords	
Build_Num	
Description	HP Adoption Readiness Tool...
DescriptionBullet1	
DescriptionBullet2	
DescriptionBullet3	
DescriptionBullet4	
Description2ndParagraph	
Module	
Objective1	
Objective2	

OK Cancel

Insert Link...

General
Properties

Name	Value
DescriptionBullet3	
DescriptionBullet4	
Description2ndParagraph	
Module	
Objective1	
Objective2	
Objective3	
Objective4	
Objective5	
Audience	
Prerequisite1	High speed Internet connecti...
Prerequisite2	Web Browser (IE 7.0+; Mozill...
Prerequisite3	Adobe Acrobat Reader 9.x, 1...
InfoPage	True

OK Cancel

Click the OK button to save the properties.

The following information is included on the launch page for all prebuilt ART courses:

hp Software Education | **HP Adoption Readiness Tool (ART)**
Powered by ANCILE Solutions

HP Adoption Readiness Tool (ART)

Select a Course

- Service Manager

Description

HP Adoption Readiness Tool (ART) is a learning and performance support solution accessible anytime, anywhere to help ensure your effective use of the software.

Prerequisites

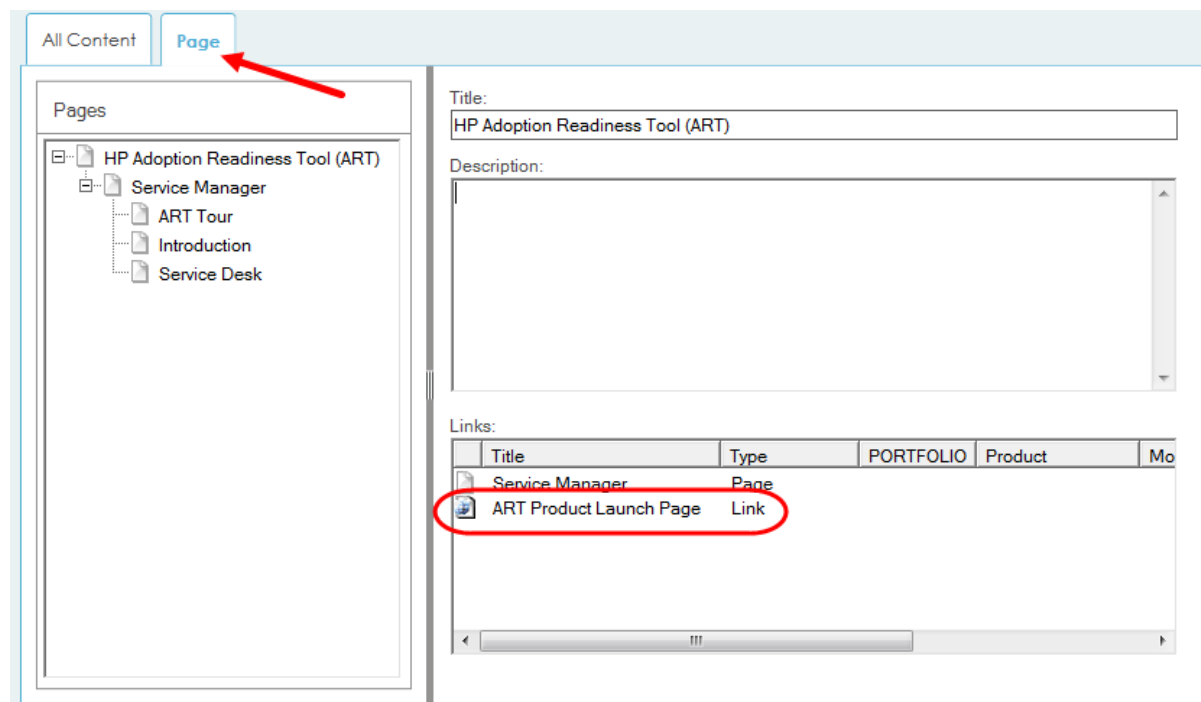
- Prerequisite1** • High speed Internet connection
- Prerequisite2** • Web Browser (IE 7.0+; Mozilla Firefox 17+; Google Chrome 24; or Safari 5.0)
- Prerequisite3** • Adobe Acrobat Reader 9.x, 10.x, or XI

BeginHere To begin, select a course from the left navigation.

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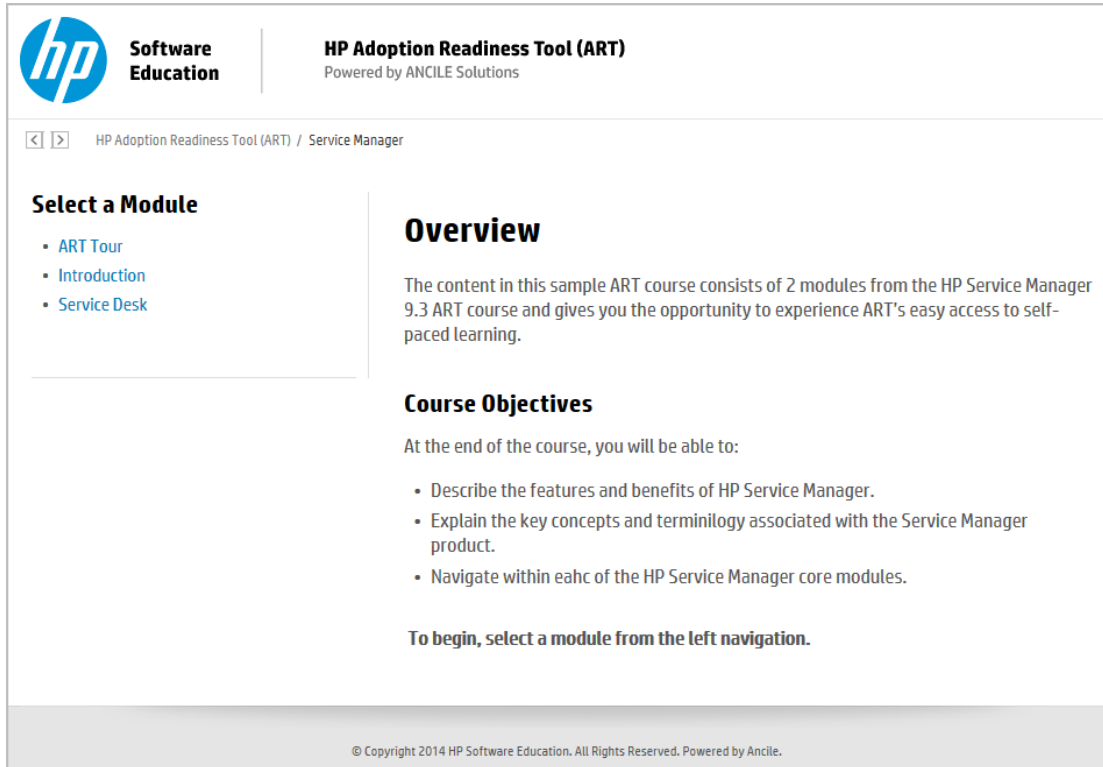
Prebuilt ART Product Launch Page Properties	
BeginHere	To begin, select a course from the left navigation menu.
Description	HP Adoption Readiness Tool (ART) is a learning and performance support solution accessible anytime, anywhere to help ensure your effective use of the software.
Prerequisite1	High speed Internet connection
Prerequisite2	Web Browser (IE 7.0+, Mozilla Firefox 17+, Google Chrome 24, or Safari 5.0)
Prerequisite3	Adobe Acrobat Reader 9.x, 10.x, or XI
InfoPage	True

You access the logical ART product page using the Page tab located on the upper left of the website (.uws) file. Notice that the page type is set to Link. To make changes to the virtual page properties, double-click the link to open the Properties window.



Step 6: Create the Course Launch Page

The course launch page is displayed when you select an HP Software ART course from the ART product launch page.

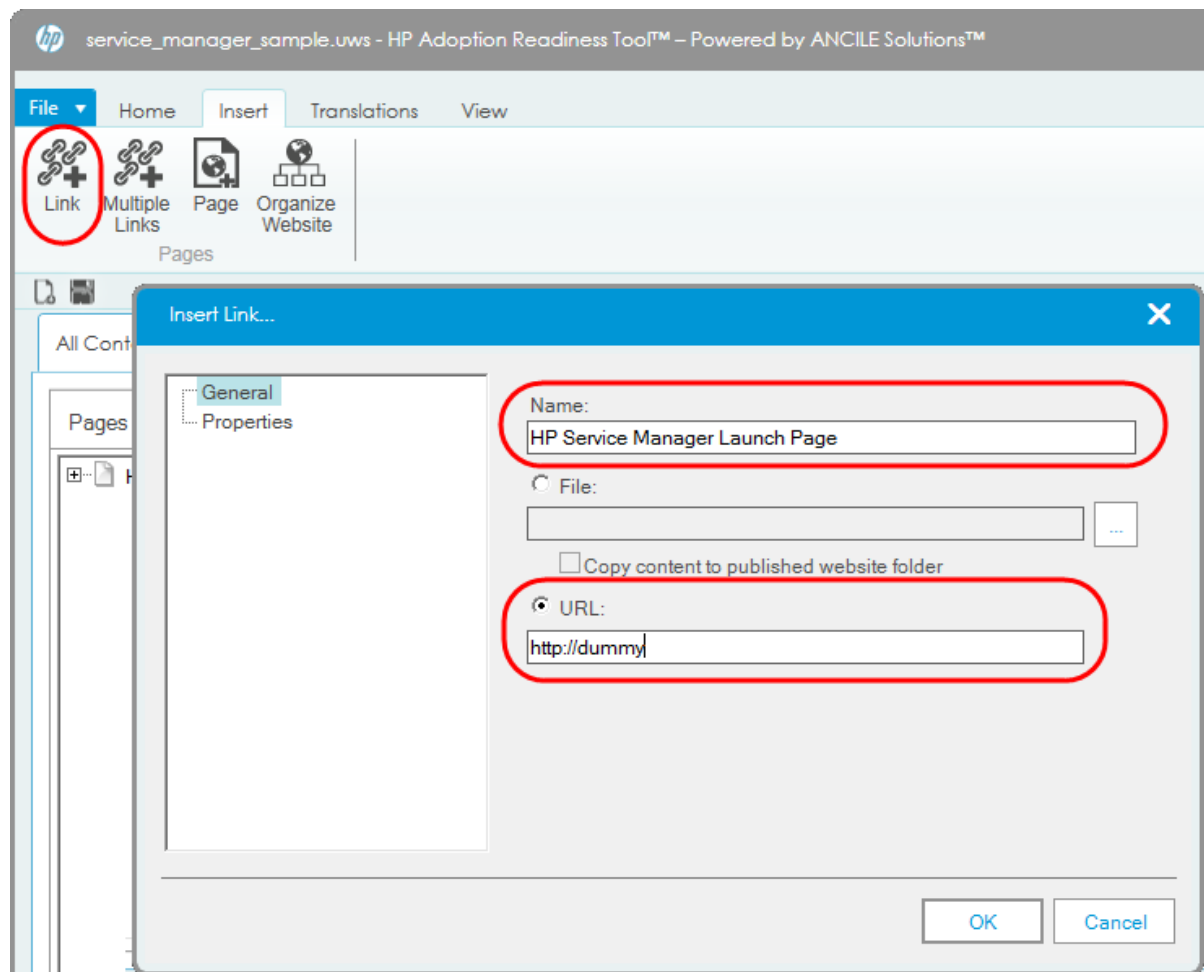


The process of creating the course launch web page is very similar to creating the ART product launch page.

Select Insert → Insert Link from the editor menu.

Within the General section of the Insert Link window, populate the following fields as shown:

Name	<name of ART course> Launch Page
URL	http://dummy




Navigate to the Properties section of the Insert Link window. Enter the desired information to be displayed on the course launch page.

Below are the property values that are typically entered for the course launch page.

Important: For the course launch page, you must select the product to ensure that the launch page is organized at the HP Software course level.

Property Field	Description
Product	Product (select from the drop-down menu – used to organize website)
BeginHere	Provide instructions to learner about how to begin the course
Description	High-level overview of the HP Software ART course
Objective1	Course Objective 1
Objective2	Course Objective 2
Objective3	Course Objective 3

Property Field	Description
Objective4	Course Objective 4
Objective5	Course Objective 5
InfoPage	True (required for all launch pages)


Software Education

HP Adoption Readiness Tool (ART)
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[HP Adoption Readiness Tool \(ART\)](#) / [Service Manager](#)

Select a Module

- ART Tour
- Introduction
- Service Desk

Overview

The content in this sample ART course consists of 2 modules from the HP Service Manager 9.3 ART course and gives you the opportunity to experience ART's easy access to self-paced learning.

Course Objectives

At the end of the course, you will be able to:

- Describe the features and benefits of HP Service Manager.
- Explain the key concepts and terminology associated with the Service Manager product.
- Navigate within each of the HP Service Manager core modules.

Begin Here To begin, select a module from the left navigation.

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Properties...

General
Properties

Name	Value
PORTFOLIO	
Product	Service Manager
BeginHere	To begin, select a module fro...
Keywords	
Comments	
Owner	
Keywords	
Build_Num	
Description	The content in this sample A...
DescriptionBullet1	
DescriptionBullet2	
DescriptionBullet3	
DescriptionBullet4	
Description2ndParagraph	
Module	

OK Cancel

Properties...

General
Properties


Name	Value
DescriptionBullet3	
DescriptionBullet4	
Description2ndParagraph	
Module	
Objective1	Describe the features and be...
Objective2	Explain the key concepts and...
Objective3	Navigate within eahc of the H...
Objective4	
Objective5	
Audience	
Prerequisite1	
Prerequisite2	
Prerequisite3	
InfoPage	True

OK Cancel


Click the OK button to save the properties.

About the Module Launch Page

You manage the Module launch page within the Properties window of the module course (.ulc) source file. Authors populate the properties of each file during the development cycle.


Software Education

HP Adoption Readiness Tool (ART)
 Powered by ANCILE Solutions


 HP Adoption Readiness Tool (ART) / Service Manager / Service Desk

Service Desk

Overview

In this module, you will learn about Service Desk. Click the Launch Module button below to view the eLearning course module, or quickly master a specific task by launching a Simulation or Job Aid.

Launch Module

Launch Simulation

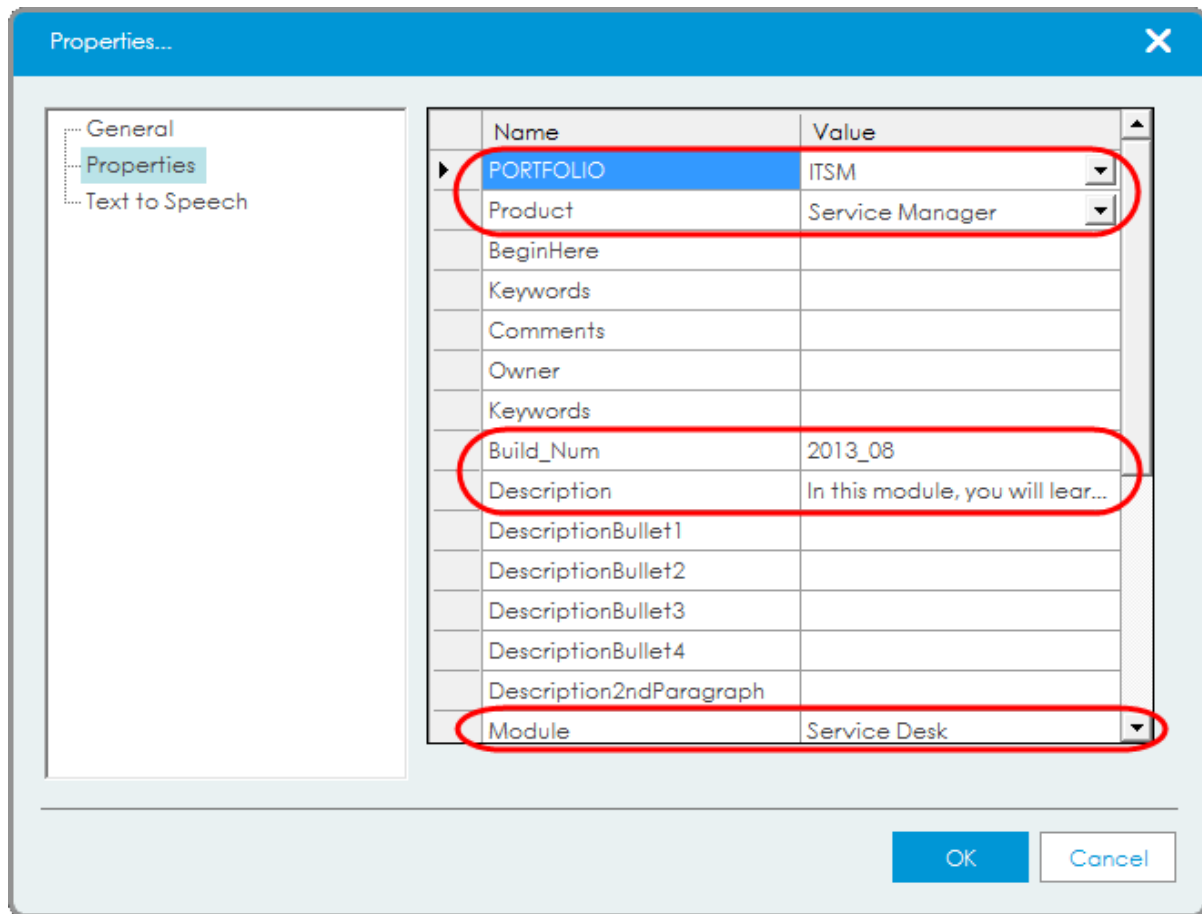
- [Add a Required Action](#)
- [Apply Interaction Templates](#)
- [Close an Interaction](#)
- [Duplicate Interaction Records](#)
- [Escalate an Interaction](#)
- [Log an Interaction Using ESS](#)
- [Register an Interaction](#)
- [Search Interaction Records](#)

Launch Job Aid

- [Add a Required Action](#)
- [Apply Interaction Templates](#)
- [Close an Interaction](#)
- [Duplicate Interaction Records](#)
- [Escalate an Interaction](#)
- [Log an Interaction Using ESS](#)
- [Register an Interaction](#)
- [Search Interaction Records](#)

Below are the property values that are typically entered for the Module launch web page:

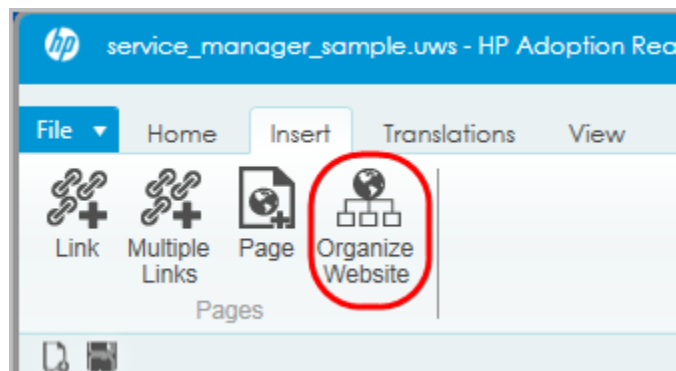
Module Properties	
PORTFOLIO	PORTFOLIO of the HP Software Product.
Product	Product of the HP Software Product.
Description	High-level overview of the module.
Build_num	yyyy.mm that the file was last modified (not displayed on website, used for versioning only)
Module	Name of module. The Module field is used to organize the file during the website publishing process. Every file in the ART project must have the Module field populated.



Step 7: Organize the Website with the New Launch Pages

After you create the Product and Course launch pages, organize the website to pick up the newly added pages.

Select Insert → Organize Website from the editor menu.



The following shows the product launch page listed at the correct level:

The screenshot shows a web interface with a sidebar on the left and a main content area on the right. The sidebar has a 'Pages' section with a tree view. The 'Page' tab is selected, and a red arrow points to it. In the tree view, 'HP Adoption Readiness Tool (ART)' is selected and circled in red. Below it, 'Service Manager' is listed, with 'ART Tour', 'Introduction', and 'Service Desk' as sub-items. The main content area has a 'Title' field with 'HP Adoption Readiness Tool (ART)', a 'Description' field, and a 'Links' table. The 'Links' table has columns: Title, Type, PORTFOLIO, and Product. The first row is 'Service Manager' (Page). The second row is 'ART Product Launch Page' (Link), which is circled in red.

Title	Type	PORTFOLIO	Product
Service Manager	Page		
ART Product Launch Page	Link		

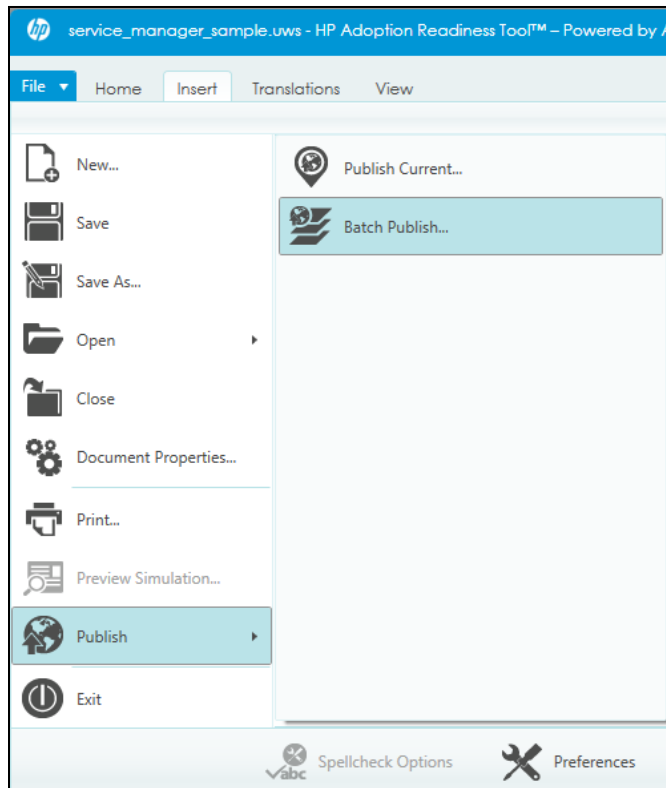
The following shows the course launch page listed at the correct level:

The screenshot shows the same web interface as the previous one, but with 'Service Manager' selected in the tree view and circled in red. The 'Title' field in the main content area now contains 'Service Manager'. The 'Links' table has columns: Title, Type, PORTFOLIO, Product, and M. The first row is 'HP Service Manager Launch Page' (Link), which is circled in red. The second row is 'ART Tour' (Page). The third row is 'Introduction' (Page). The fourth row is 'Service Desk' (Page).

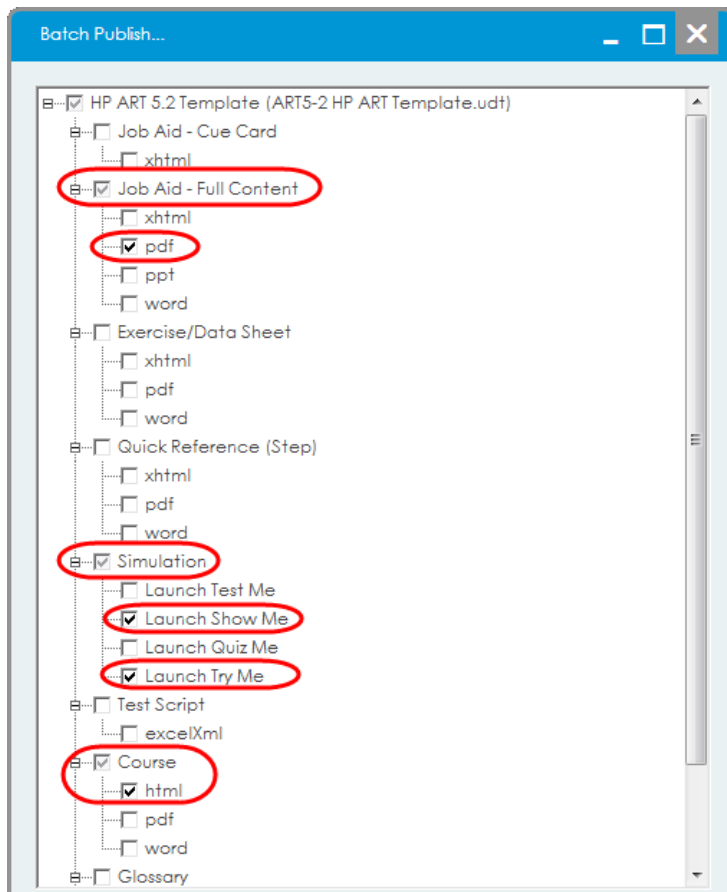
Title	Type	PORTFOLIO	Product	M
HP Service Manager Launch Page	Link		Service Manager	
ART Tour	Page			
Introduction	Page			
Service Desk	Page			

Step 8: Batch Publish Source Files

Next, you are ready to publish the source files. Select File → Publish → Batch Publish from the ART editor menu.

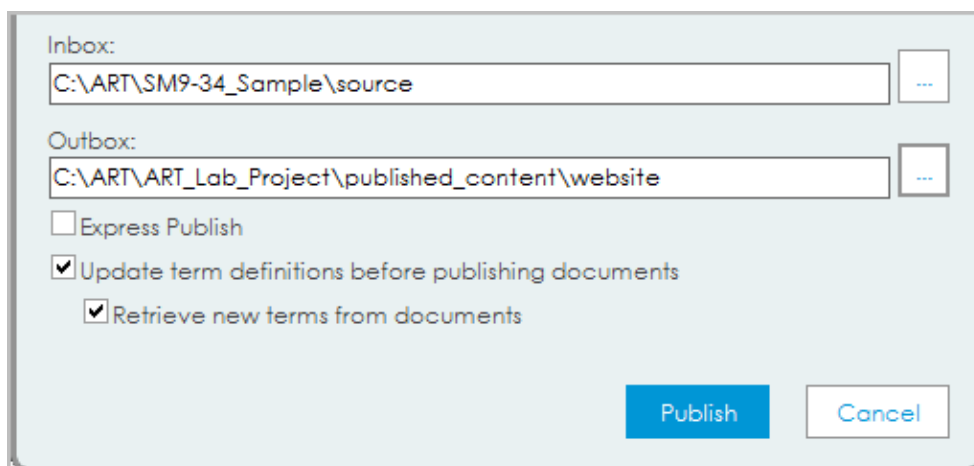


Within the Batch Publish window, select the following options to be published:

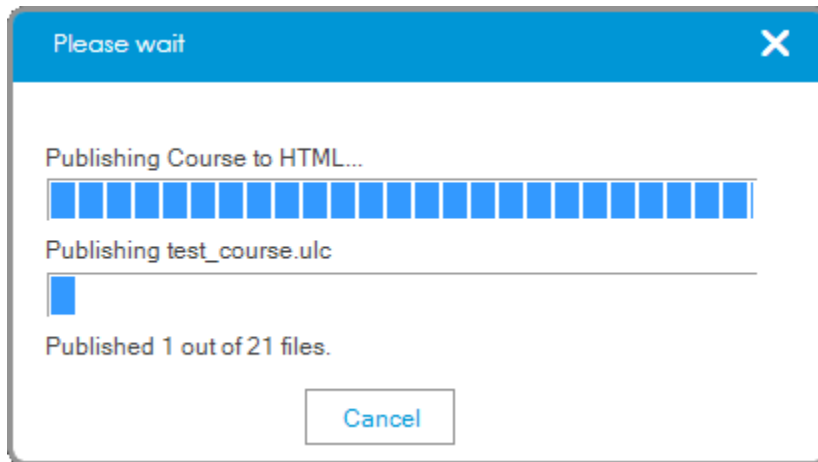


In the lower half of the Batch Publish window, populate the following fields and click the Publish button:

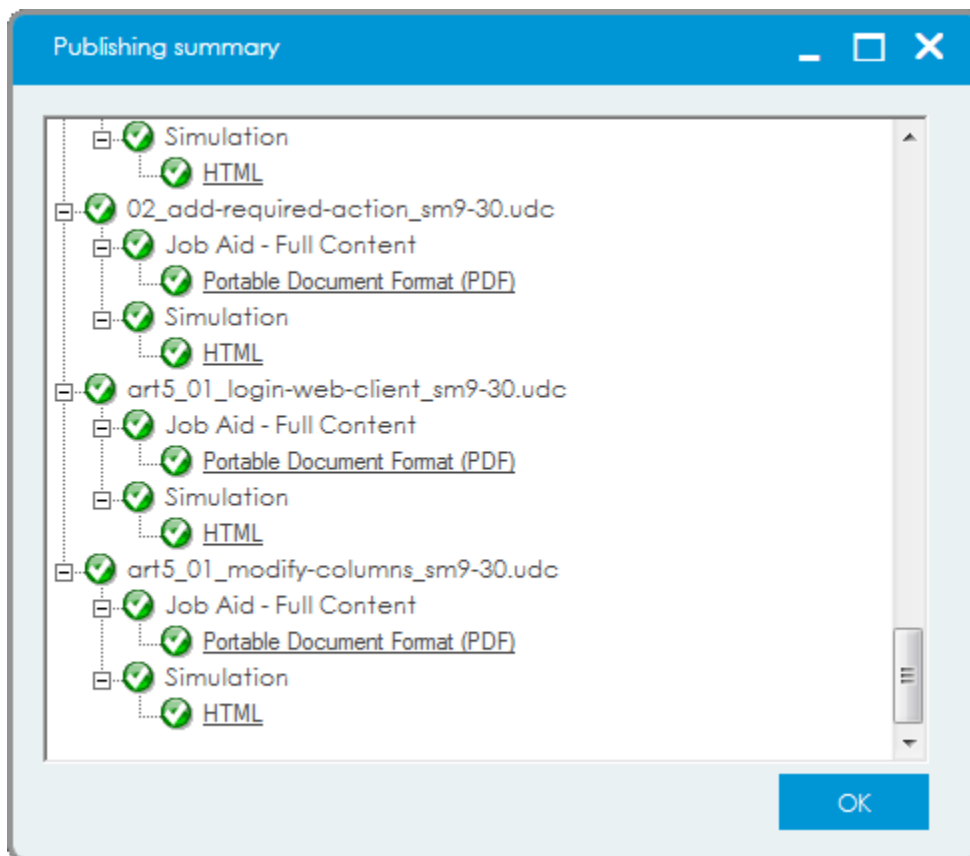
Inbox	Browse to the source folder.
Outbox	Create a new folder named output, under the project root folder.



The Batch Publish process takes several minutes, the exact time depending on the number of files in the website. A progress window will be displayed with notification of the status.

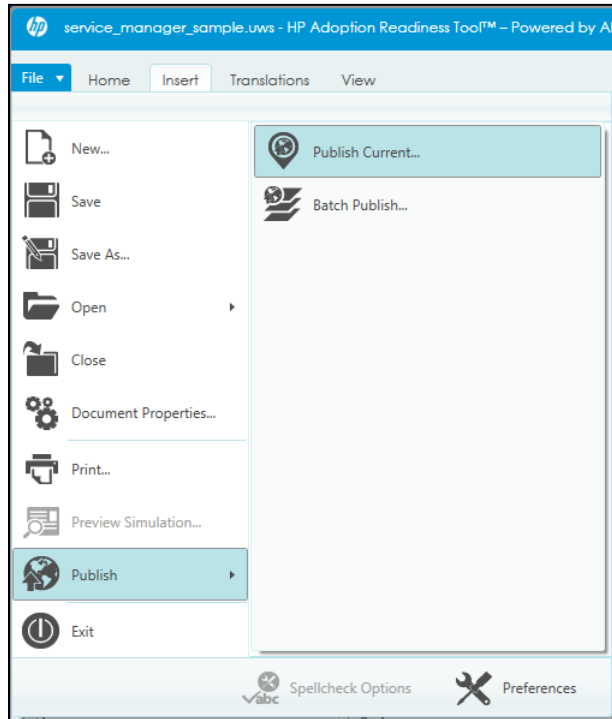


When the batch publish process completes, the Publishing Summary window is displayed. Click the OK button.

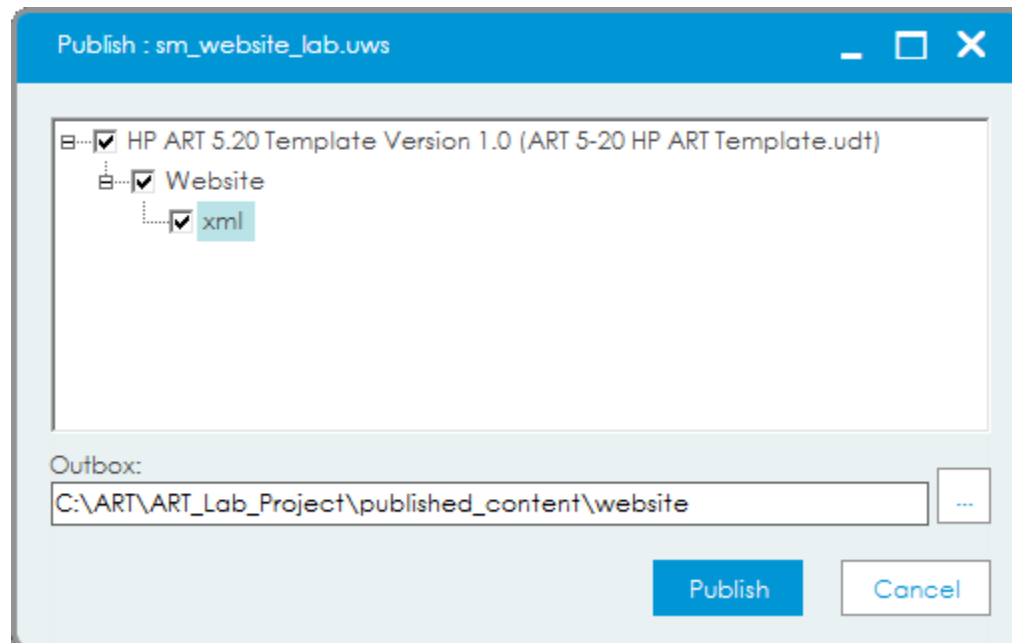


Step 9: Publish the Website

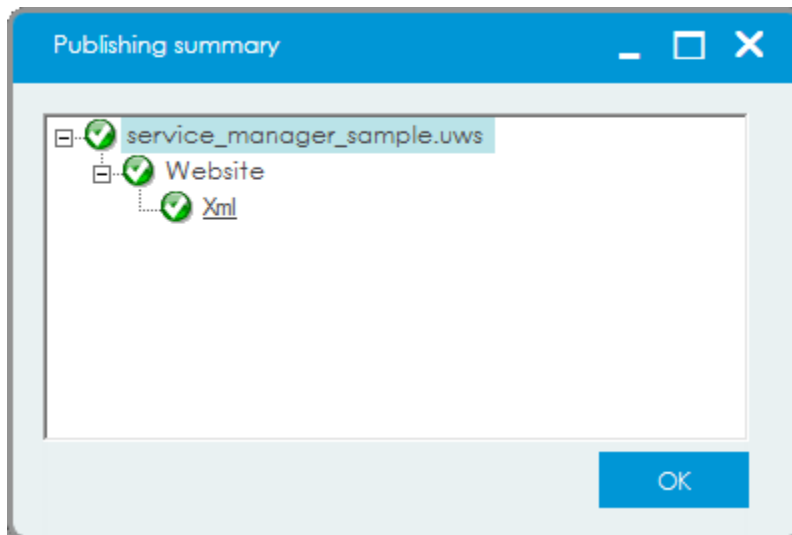
The batch publish process publishes the source files contained within the website. The final step is to publish the website file itself. Select → File → Publish → Publish Current ... to publish the website.



Within the Publish window, select the xml checkbox. Ensure that the Outbox is directed to the output folder created during the batch publish.




When publishing is complete, click the Xml link to view the final website.



Note: All output files are stored within the output folder specified within the Publish window. Click the `index.htm` file to launch the website.

Name	Date modified	Type
01_introduction_sm9-30	11/19/2014 4:06 PM	File folder
02_add-required-action_sm9-30	11/19/2014 4:10 PM	File folder
02_apply-interaction-template_sm9-30	11/19/2014 4:07 PM	File folder
02_close-an-interactions_sm9-30	11/19/2014 4:07 PM	File folder
02_duplicate-interactions_sm9-30	11/19/2014 4:06 PM	File folder
02_escalating-interactions_sm9-30	11/19/2014 4:07 PM	File folder
02_log-interactions-ess_sm9-30	11/19/2014 4:08 PM	File folder
02_register-new-interactions_sm9-30	11/19/2014 4:09 PM	File folder
02_searching-interactions_sm9-30	11/19/2014 4:08 PM	File folder
02_service-desk_sm9-30	11/19/2014 4:05 PM	File folder
art5_00_art_tour	11/19/2014 4:06 PM	File folder
art5_01_create-a-chart_sm9-30	11/19/2014 4:11 PM	File folder
art5_01_create-cust-mysm-pg_sm9-30	11/19/2014 4:11 PM	File folder
art5_01_create-dshbd_sm9-30	11/19/2014 4:10 PM	File folder
art5_01_create-favorite_sm9-30	11/19/2014 4:10 PM	File folder
art5_01_export-records_sm9-30	11/19/2014 4:12 PM	File folder
art5_01_login-web-client_sm9-30	11/19/2014 4:12 PM	File folder
art5_01_modify-columns_sm9-30	11/19/2014 4:11 PM	File folder
art5_01_performing-search_sm9-30	11/19/2014 4:08 PM	File folder
art5_01_use-interfc-tour_sm9-30	11/19/2014 4:12 PM	File folder
service_manager_sample	11/19/2014 4:48 PM	File folder
index	11/19/2014 4:49 PM	HTML Document

**Software Education**

HP Adoption Readiness Tool (ART)
Powered by ANCILE Solutions

 HP Adoption Readiness Tool (ART)**Select a Course**

- [Service Manager](#)

Overview

HP Adoption Readiness Tool (ART) is a learning and performance support solution accessible anytime, anywhere to help ensure your effective use of the software.

Prerequisites

- High speed Internet connection
- Web Browser (IE 7.0+; Mozilla Firefox 17+; Google Chrome 24; or Safari 5.0)
- Adobe Acrobat Reader 9.x, 10.x, or XI

To begin, select a course from the left navigation.

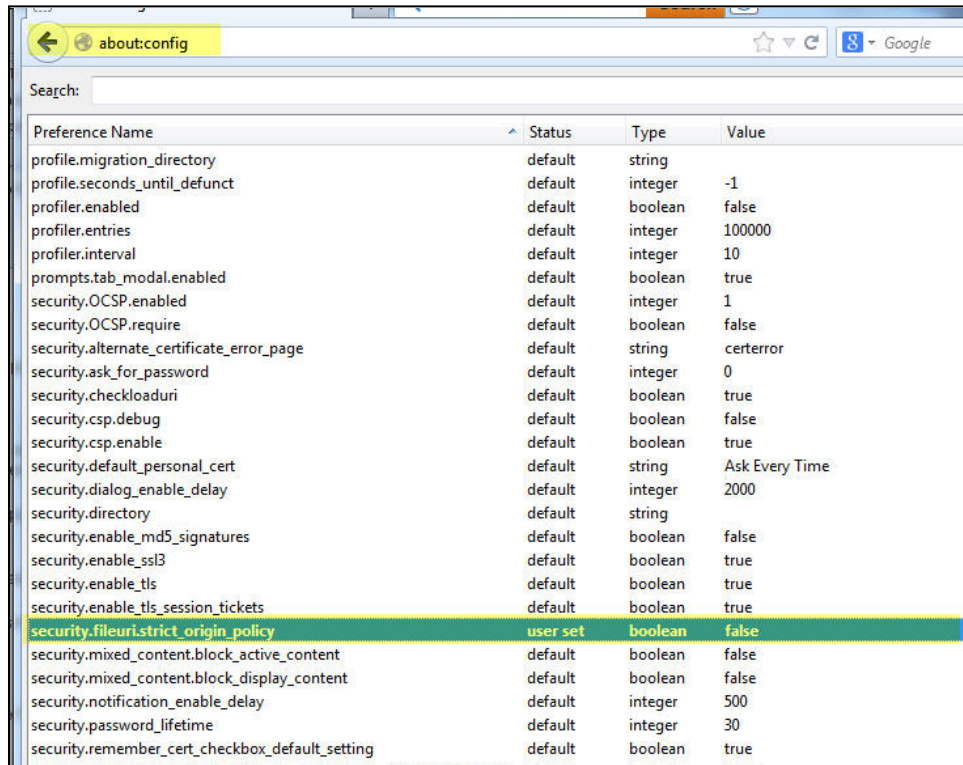
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Viewing the ART Website Locally

When viewing the ART website locally, you must enable browser security settings.

Mozilla FireFox

1. Navigate to about:config within the FireFox browser.
2. Change the security.fileuri.strict_origin_policy preference to false.



Google Chrome

1. Create a shortcut to Chrome. You can simply copy/paste the existing desktop shortcut, if you have one, or copy/paste the Chrome shortcut in the Start menu to your desktop.
2. Right-click the shortcut and go to Properties.

3. In the target field, add the following line:

`--allow-file-access-from-files`

For example, the entire target field is displayed and looks similar to the following:

```
C:\Users\UserName\AppData\Local\Google\Chrome\Application\chrome.exe --allow-file-access-from-files
```

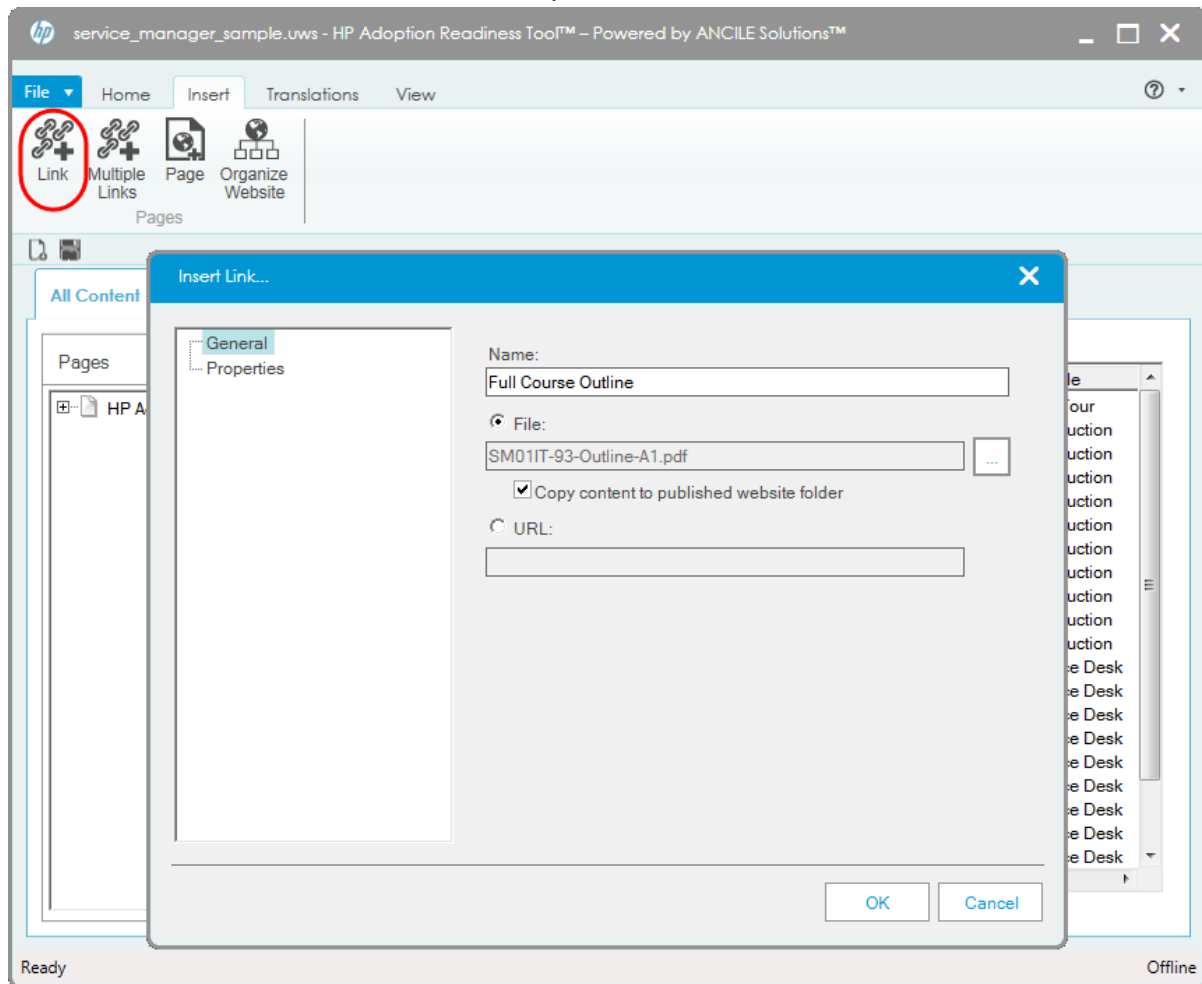
4. Click OK.

Adding Related Documents to the HP ART Website

You can add external documents to the HP ART website at the product, course, and/or module levels. After external documents are added to the website, they are embedded with the file and accessible to all users.

To add a document to the website, perform the following steps:

1. Open the website (.uws) file.
2. Select Insert → Link from the ART editor menu.
3. Within the General menu item:
 - a. In the Name field, enter a title for the document to display on the website.
 - b. Use the File field browse button to navigate to the source file.
 - c. Select the Copy content to published website folder check box to ensure that the document is stored with the published website files.



4. The information required in the Properties menu item depends on where you would like the related document displayed on the website.

Name	Value
PORTFOLIO	
Product	
BeginHere	
Keywords	
Comments	
Owner	
Keywords	
Build_Num	
Description	
DescriptionBullet1	
DescriptionBullet2	
DescriptionBullet3	
DescriptionBullet4	
Description2ndParagraph	
Module	

- a. To display the related document on the HP ART product launch page, leave all fields within the Properties window blank.

hp Software Education | **HP Adoption Readiness Tool (ART)**
Powered by ANCILE Solutions

HP Adoption Readiness Tool (ART)

Select a Course

- Service Manager

Related Documents

- Full Course Outline

Overview

HP Adoption Readiness Tool (ART) is a learning and performance support solution accessible anytime, anywhere to help ensure your effective use of the software.

Prerequisites

- High speed Internet connection
- Web Browser (IE 7.0+; Mozilla Firefox 17+; Google Chrome 24; or Safari 5.0)
- Adobe Acrobat Reader 9.x, 10.x, or XI

To begin, select a course from the left navigation.

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- b. To display the related document at the Course level, select the PORTFOLIO, Product fields.

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HP Adoption Readiness Tool (ART) / Service Manager

Select a Module

- ART Tour
- Introduction
- Service Desk

Related Documents

- [Full Course Outline](#)

Overview

The content in this sample ART course consists of 2 modules from the HP Service Manager 9.3 ART course and gives you the opportunity to experience ART's easy access to self-paced learning.

Course Objectives

At the end of the course, you will be able to:

- Describe the features and benefits of HP Service Manager.
- Explain the key concepts and terminology associated with the Service Manager product.
- Navigate within each of the HP Service Manager core modules.

To begin, select a module from the left navigation.

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- c. To display the related document at the Module level, select the PORTFOLIO, Product fields, and the appropriate Module field.

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HP Adoption Readiness Tool (ART) / Service Manager / Service Desk

Related Documents

- [Full Course Outline](#)

Service Desk

Overview

In this module, you will learn about Service Desk. Click the Launch Module button below to view the eLearning course module, or quickly master a specific task by launching a Simulation or Job Aid.

Launch Module

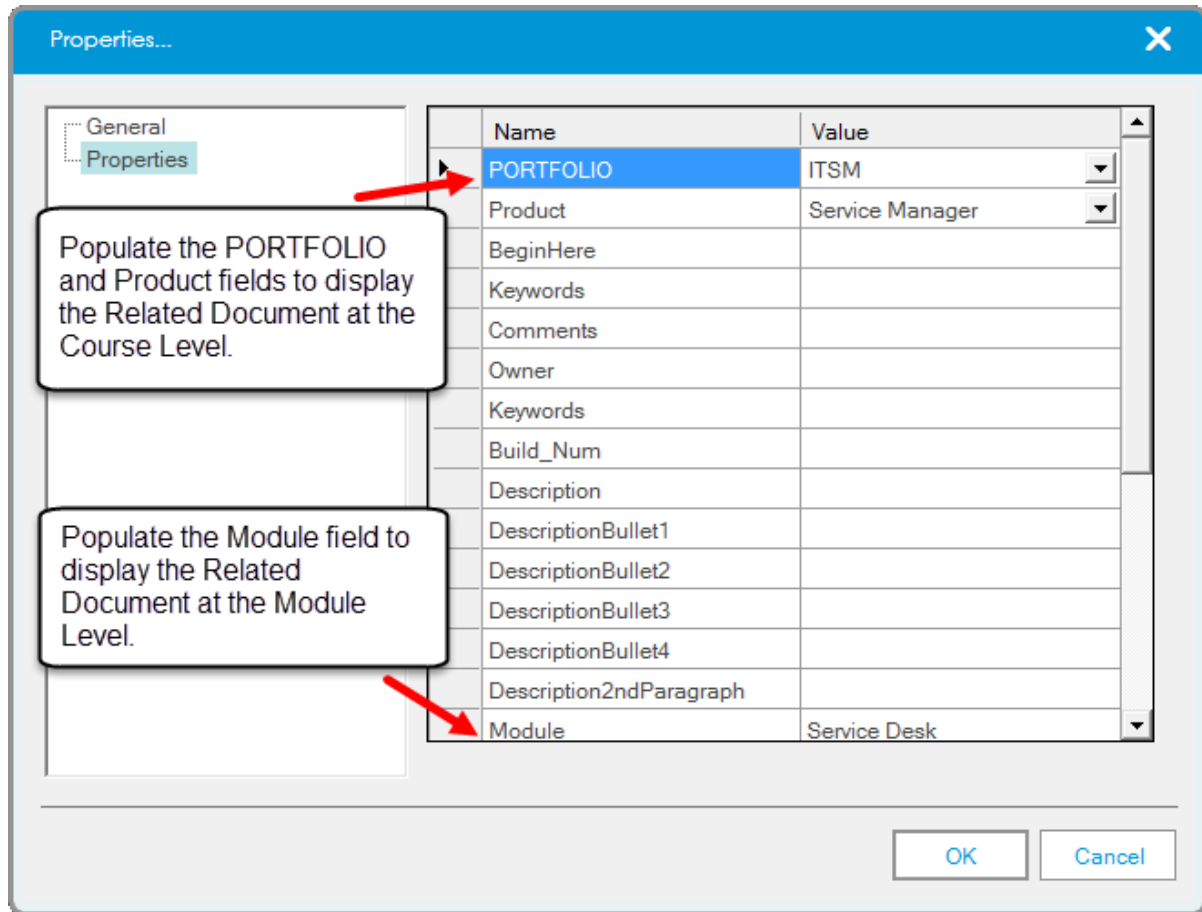
Launch Simulation

- [Add a Required Action](#)
- [Apply Interaction Templates](#)
- [Close an Interaction](#)
- [Duplicate Interaction Records](#)
- [Escalate an Interaction](#)
- [Log an Interaction Using ESS](#)
- [Register an Interaction](#)
- [Search Interaction Records](#)

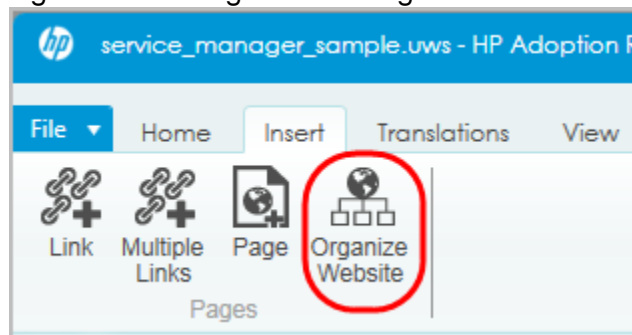
Launch Job Aid

- [Add a Required Action](#)
- [Apply Interaction Templates](#)
- [Close an Interaction](#)
- [Duplicate Interaction Records](#)
- [Escalate an Interaction](#)
- [Log an Interaction Using ESS](#)
- [Register an Interaction](#)
- [Search Interaction Records](#)

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Important: Whenever you change the website page properties, you *must* refresh the website organization using Insert → Organize Website.



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