

# Opus Case Study



## GENERAL DYNAMICS INFORMATION TECHNOLOGY

Serving the U.S. government, defense and intelligence community



Christopher Ziomek  
HIGLAS Application Functional Lead



Opus was selected and implemented in under 21 days, subsequently converting thousands of Oracle UPK content files and creating custom content for hundreds of processes

### Key Results

**19 DAYS**

Time to completely convert and replace UPK content

**3-10-3,000**

3 Opus Admins, 10 Opus Authors, 3,000 Opus users

**1,000+**

Oracle UPK files converted





## Highlights at general dynamics information technology

- Opus is now the HIGLAS end user support platform for DHHS
- Replaced Oracle UPK in 2021 in under 3 weeks
- IT Applications include Oracle E-Business Suite, ServiceNow, Incorta and Cornerstone LMS. Metrics also exported to Oracle OBIEE
- GDIT create content for CMS that includes End User (Job Aid) document, 508c Accessible Documents, detailed transactional simulations, Interactive Simulation or Hands-on and Test Simulation to evaluate on skills retention
- GDIT also compile these into eBooks in Opus and publish into a variety of outputs including SCORM and to Oracle OBIEE.



General Dynamics Information Technology (GDIT), a division of General Dynamics, a Fortune 100 Global organization with 100,000 people in 45 countries. GDIT is an Information Technology product and services company providing services primarily to the Department of Defense and other national security agencies. GDIT was founded in 1982 and is headquartered in Virginia, USA.

Christopher Ziomek, Application Functional Lead for the Healthcare Integrated General Ledger Accounting System (HIGLAS) oversaw the digital adoption platform selection process and subsequent use. The HIGLAS system supports The Centers for Medicare & Medicaid Services business within the Department of Health and Human Services. Christopher was especially pleased with the ease of use of Opus and the speed and competency of Epilogue's Customer Support.

GDIT tested four solutions: Adobe Suite, Whatfix, Ancile uPerform and Epilogue Opus. Said Christopher, "We tested all offerings thoroughly, and because of the confidential nature of the target applications involved and the content needed, security was a high priority for GDIT". Ziomek continues, "When it came to UPK conversion, Epilogue's converter was clearly superior during testing and in terms of security. This was a big factor for GDIT".



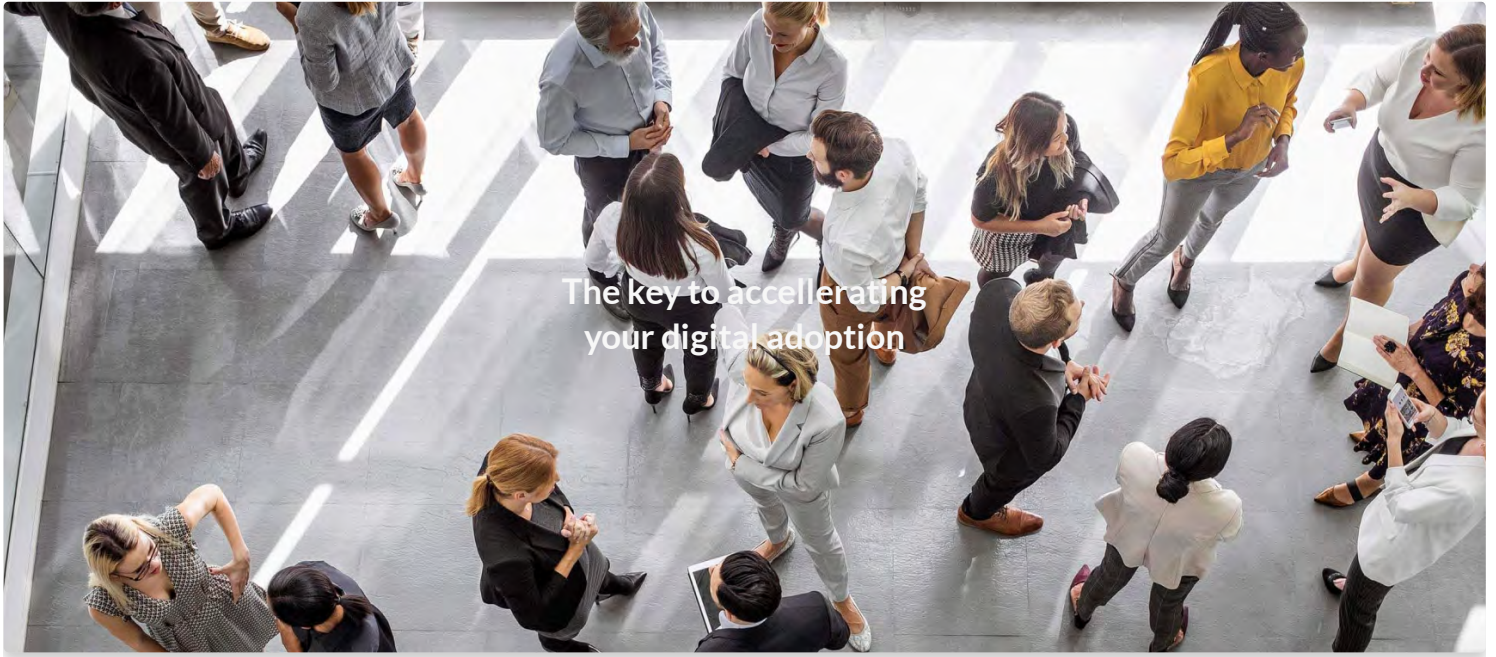
The HIGLAS system had to comply with the severe security requirements of The Federal Risk and Authorization Management Program (FedRAMP), a USA government-wide program that provides a standardized approach to security assessment. As a result, the GDIT testing of Opus was thorough and extended over several months before a decision was made to migrate away from Oracle UPK on Oracle's E-Business Suite. Opus was selected and implemented in under 21 days, subsequently converting thousands of Oracle UPK content files and creating custom content for hundreds of processes.

Christopher continues, “The GDIT IT Security Team were focused on keeping all the information on Oracle Federal Financials safe and our due diligence for the thousands of end users involved meant that the Security Team was heavily involved at every step”. Custom content was created with Opus for Oracle EBS, Incorta and ServiceNow. This content is refreshed every 90 days as a standard best practice for CMS. GDIT selected Opus because of its ease of recording and editing, UPK conversion utility and language conversion functionality, and diversity of help and guidance content created (job aids, eBooks, simulations, etc.).

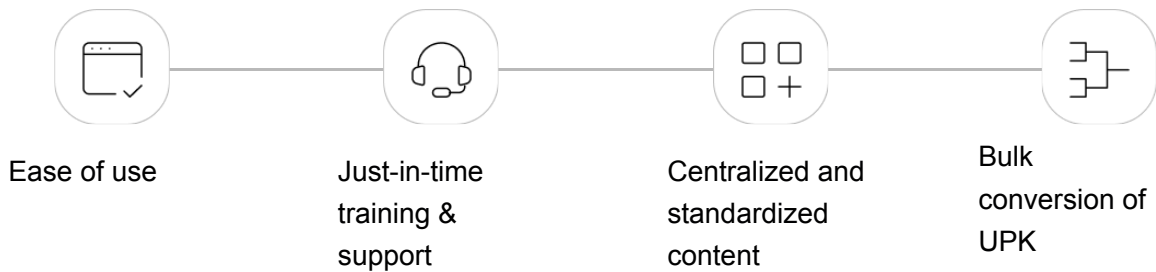
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GDIT’s criterion for Digital Adoption Platform selection:



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**Increase user  
productivity**

**Reduce business  
cost**

**Enable customer  
success**

**Schedule a call with one of our  
digital adoption specialists.**