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Performance Support

This documentation will reveal what Performance Support actually is and how its implementation is designed in tts performance suite.

1   Basic principles

Performance Support can come in the form of software or a different resource (e.g. printed or technical material) which is made available precisely at the moment of need, offering just the right amount of workplace support and assistance to ensure that the user's current task can be completed quickly and successfully.

Everybody who's involved in the field of Performance Support is well aware that Performance Support goes hand-in-hand with formal learning. While the latter is indispensable when it comes to general motivation and business-critical or compliance-related topics, Performance Support involves offering direct workplace-based assistance in completing a particular task or solving a specific problem. When designing Performance Support measures, we strongly recommend adopting a much different approach than when designing formal learning activities. Just because a particular component is correct and essential for formal learning, this doesn't necessarily mean that the same applies for Performance Support, and it may, in fact, be totally unsuitable. One of the most frequently asked questions during Performance Support projects is whether it's possible to specify the order in which the various Help elements appear. Based on our experience, such a question often stems from a pattern of thought that is better suited to compiling traditional learning curricula and which is entirely at odds with the Performance Support philosophy. After all, when it comes to professional know-how, only the employees themselves know the amount of knowledge and level of detail they require for their respective positions.

2   End-user view of QuickAccess

The particular work scenario is the first factor that needs to be considered when trying to identify the right amount of workplace support: *Why do employees require support?* If, for example, an experienced employee encounters a change in the user interface of a particular software due to a release upgrade, they will probably only need step-by-step instructions to familiarize themselves with the new interface. Whereas a new employee may possibly require a complete course aimed at providing an in-depth introduction to the software. And yet another employee may suddenly realize that their fundamental business processes have changed (perhaps due to restructuring or legal changes), meaning that this employee faces the challenge of having to relearn familiar activities. This explains why direct access to a process flow chart can be a great help.

All three employees start looking for assistance that is geared toward their individual context: One of the employees turns to the intranet in their search for a process description which is possibly not even available due to the fact that process modeling is done with a separate tool. The new employee turns to the Learning Management System to try to find a course

dedicated to their application, while their experienced colleague is frustrated by the fact that they got four different answers from the three different people they asked about the sudden disappearance of a particular button from the application, and how on earth they're supposed to complete their task without it.

Employees therefore don't just require different types of information, but above all easy access to such information. QuickAccess supports precisely this type of effortless access. The document management principle used in tts performance suite allows both content produced via tts performance suite, along with external content, to be made available to employees via QuickAccess. End users can access such information via an icon (the orange) in their taskbar.

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Clicking the orange leads to the appearance of a window with a list of contents. Whenever end users require assistance with a particular IT application, QuickAccess automatically supplies content regarding the application currently being used. However, it's also possible to use an input field to search for non-IT-related content, and this even includes an auto-suggest function.
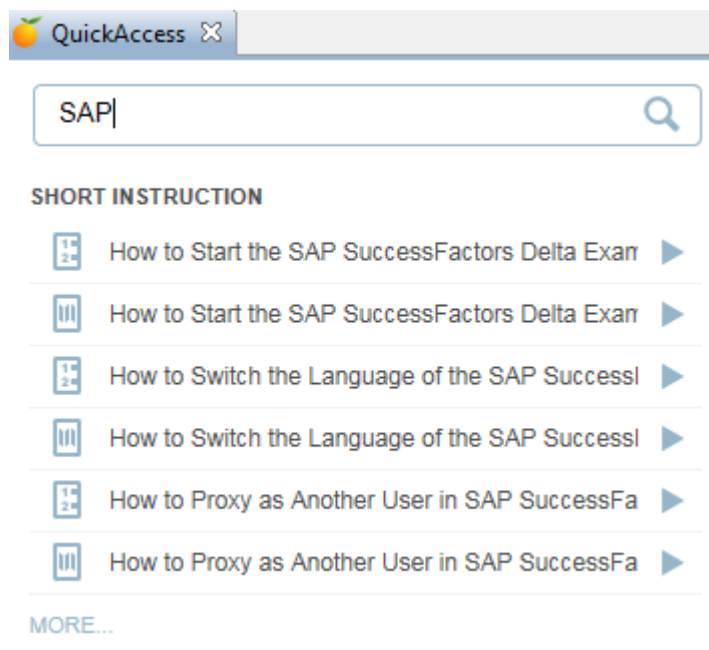
Content is divided by default into the categories "Field help", "Step-by-step", "Detailed information", "Self-learning units" and "Concepts and processes".

This ensures that the end users can select precisely the form of assistance they require to suit their respective current work scenario.

3   Performance Support categories

The optimal structuring of content may vary from company to company. Performance Support Categories were developed to take account of these highly different circumstances. They allow companies to individually define the groups to which the content in their QuickAccess is specifically targeted.

In addition to the standard categories referred to above, companies also have the option of defining their own categories, or of deleting the standard titles and renaming them. If, for example, a company often requires forms for the recording of particular processes (e.g. during stocktaking), it's a good idea to make them available within a corresponding category in QuickAccess. The order in which the categories appear can also be modified – with the exception of field helps which, as the smallest of all information units, are always found at the very top.
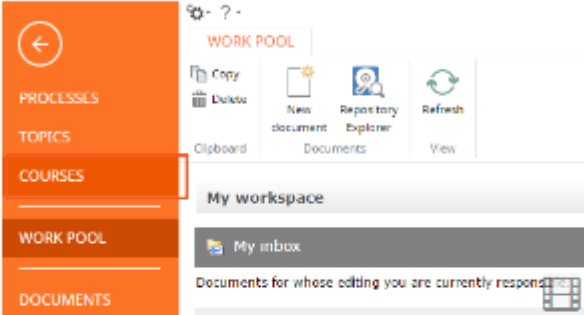
4   Editorial Guides

To facilitate the use of content for Performance Support purposes, tts performance suite supports the publishing of several export formats based on just a single source document. In addition to the E-learning and Documentation formats, which are primarily used for formal learning, so-called Editorial Guides can now also be created in a single step (assuming your company has the appropriate license). This function was introduced in conjunction with the launch of Release 2016r2 of tts performance suite. This export format leads the user step-by-step through a particular task. If this involves instructions for an IT application, all export formats can be produced from a single recording. All elements can be managed and structured via the Curator. When doing so, every export format can be assigned to a separate Performance Support Category in order to ensure that the users receive precisely the type of support they require to complete their respective tasks.

QuickAccess

❮ Creating a course category

1 To create a new course category, start by switching over to the **Course view** in the **Document Management area.**

2 Then select the desired higher-level **category** in the tree.

3 This is where you should add the new course category. This can be done via the **New category** button.