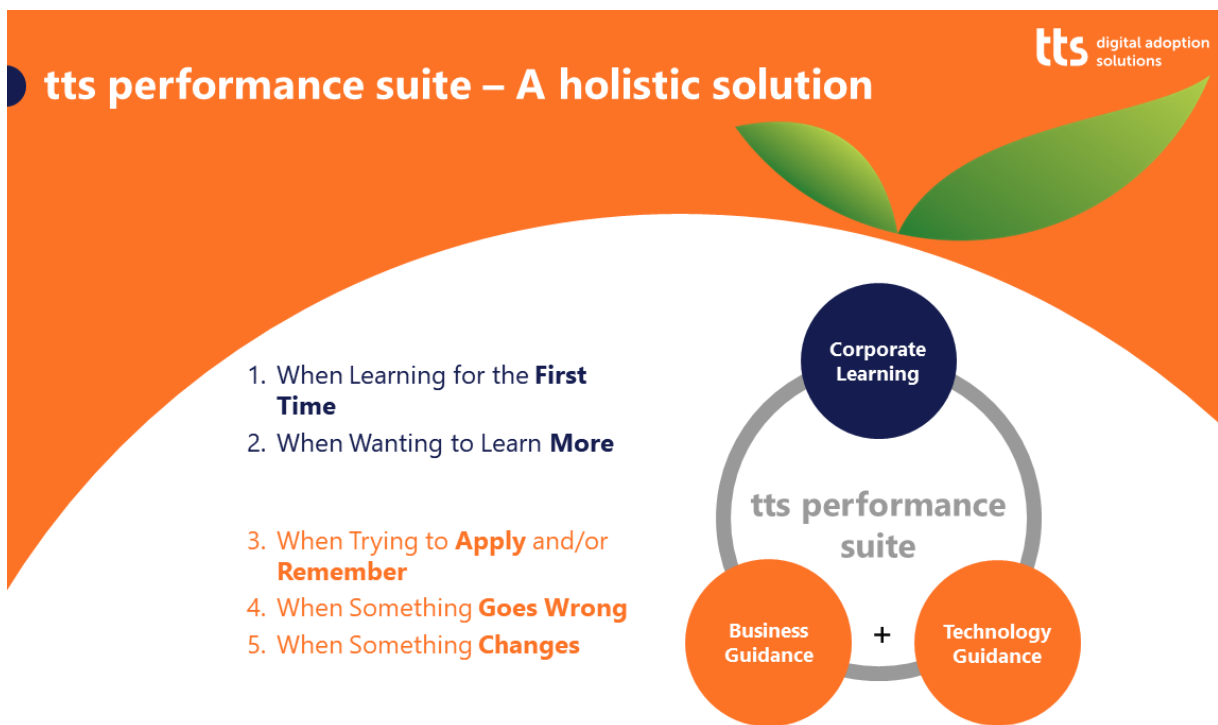


Technology guidance and business guidance

Technology guidance and business guidance are both fundamental measures that you should deploy as part of your Performance Support activities. They enable employees to better accept business-related changes. Keep reading to find out more.



Most manuals and help systems are geared toward showing employees how to use new software. This usually comes in the form of instructions and support that focus exclusively on technology: so-called technology guidance. However, for Performance Support to be successful in the long term, **two** types of guidance are required:

1. Comprehensive technology guidance:

This means that the Help system must ensure a smooth workflow not only in one IT application, but also across several different business applications. This helps to eliminate any uncertainties employees may have with regard to the operation of new software solutions. Thanks to its **step-by-step instructions** and **cross-application availability** of help, tts performance suite is optimally equipped for the creation and provision of state-of-the-art technology guidance.

2. Process-related business guidance:



The Help system provides direct access to process knowledge, regulations and company-specific know-how. It therefore promotes the independent completion of tasks, regardless of the software used. It fosters an understanding for changed and company-specific work practices or processes.

For this purpose, tts performance suite provides the **Process** and **Topics views, contexts** and **Performance Support categories**. You can use these elements in Performance Support to give employees help documents, step-by-step instructions, videos, graphics, complementary texts etc., each of which are tailored to their needs.

By providing employees with both technology and business guidance, you enable them to better accept change. When deployed in conjunction with in-house training (corporate learning), you can reap the benefits of a productive synergy between people, processes and technology.