

# Definitions

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## Electronic Performance Support Systems (EPSS)

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An electronic performance support system (EPSS) integrates advice, information, training, and tools and provides on-demand access to them at the job site. This enables the performance of tasks with a minimum of external intervention.

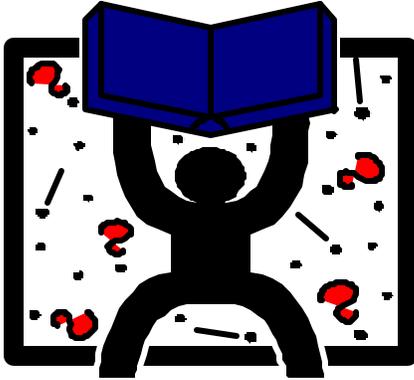
An EPSS provides a master teacher, an expert advisor, and a library of task information all designed to help users meet specific performance goals.

There are two types of EPSS: intrinsic or inherent to the system itself; and, extrinsic or integrated with the system but can be turned on or off by the user. These are often complimented by external support which is not integrated with the computer system. (Gery, 1995)

## Advantages of an EPSS

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- provides just-in-time training, information, and advice.
- increased productivity. Users don't have to leave the work site for help or information.
- job is performed more accurately
- empowers employees by giving them direct and easy access to everything they need to solve problems and perform work.
- more effective and appropriate use of training dollars
- better / higher transfer of training
- reduced training delivery costs



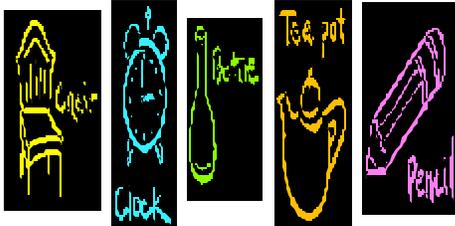
## Screen level Help

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Information on the purpose of each screen, how it integrates with the whole system, any mandatory fields, and key policies or procedures that relate to the screen.

## Field-level Help

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Information on the specific purpose of each field, how it integrates with the rest of the screen, whether it is mandatory, and any rules for completion of the field. Any key policies relating to the field would also be indicated.

<b>Special Instructions:</b>
⇒ <b>Fragile</b>
⇒ <b>Flammable</b>
⇒ <b>Hazardous</b>
⇒ <b>Live (Plants or Animals)</b>
⇒ <b>Must be Refrigerated</b>

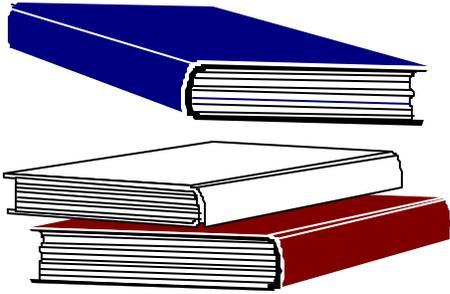
## Pick-Lists

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Drop-down lists of possible inputs for a field, activated by the user. The user can then pick an input from the list for automatic entry into the field.

## On-line Reference

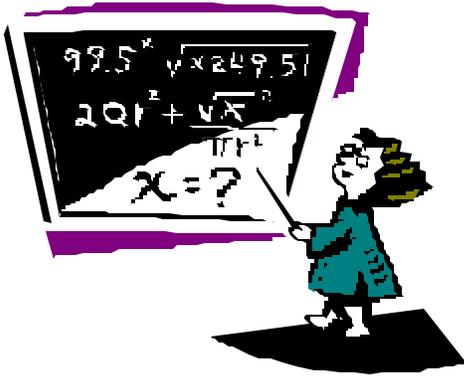
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Information on policies and procedures that would normally be provided on paper. While being put on-line it will have been structured to increase ease of access and decrease search and reading time.

## Tutorials

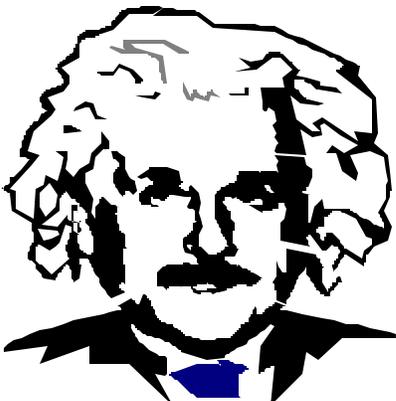
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Nodules of CBT accessible on-demand and focused on specific tasks or concepts. User can take all or part of the training as they choose.

## Advisor

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The knowledge of experts which has been captured and made available to the user, on-demand. An advisor can recommend actions or can take control and provide the best answer based on a set of criteria.

## Expert Systems

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An application which captures knowledge in terms of if-then statements. Based on where the user is in the system and how the user has interfaced with the system up to that point, the Expert System provides advice on what to do next, how to solve a problem, or how to make a decision.

## Computer-based Training (CBT)

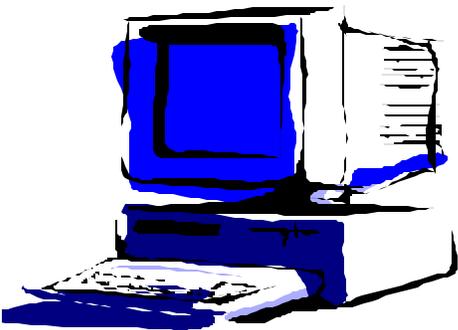
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Self-paced instruction delivered by a computer.

## User Interface

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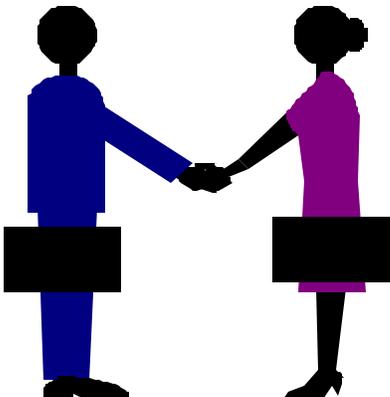
The network of computer screens that enable the user to find, select, and perform tasks. It is how the user interacts with the system. It should be transparent to the user.



## **Risk Management**

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Identification of all potential risks to the project; how likely each is to occur; the impact the occurrence of the risk would have on the project; and, the development, implementation, and monitoring of strategies to mitigate the risks.



## **Customer**

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There are several possible levels of customer on any project. The two that are most often critical to the project are:

- the individual or group who will be using the EPSS you develop (the target population)
- the sponsor who is paying for the project and setting both the scope and direction. This is often, but not always, the head of the department in which the target population resides.