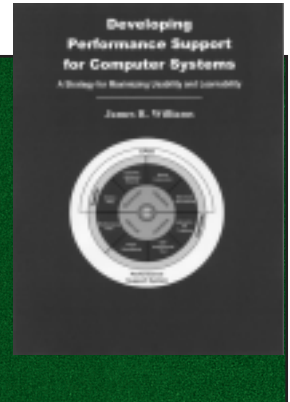




**Learn How to Create Effective Support Products!**

# Developing Performance Support for Computer Systems

A Strategy for Maximizing Usability and Learnability



**James R. Williams**

*Synergetic Applications*

*Bloomsbury, New Jersey, USA*

**MAXIMIZE EFFICIENCY AND EFFECTIVENESS  
OF COMPUTING SYSTEMS**

**Developing Performance Support for Computer Systems: A Strategy for Maximizing Usability and Learnability** provides detailed planning, design, and development guidance for generating performance support for new or upgraded computer systems. Performance support includes documentation, online help, coaches and wizards, training, and other materials necessary to enable users to perform their jobs more efficiently and effectively.

This volume offers a strategy for maximizing ease-of-use and ease-of-learning through an integrated performance support systems approach. The text provides how-to guidance throughout that developers can apply directly to the design of their performance support tools and products. Rather than cover a few specific topic areas, it examines the entire spectrum of performance support. The book explains how to match performance support methods to task requirements, gives an overview of important user characteristics, and provides general guidance for presentation, layout, formatting, media selection, the use of color and icons, and accessibility.

Although this book primarily addresses the development of performance support for large software systems, the principles and approaches are valuable for any systems development environment.

## FEATURES

- > Defines performance support and describes the various types of support products
- > Offers guidance for the development of support tools and products, and details methods for testing their performance
- > Explains different types of design environments and provides pragmatic strategies for working within them
- > Explores how to plan performance support projects and estimate resource requirements
- > Presents a practical method for performing needs assessments and task analyses

## CONTENTS

### INTRODUCTION

- Why Performance Support?
- What is Performance Support?
- Design Approach
- Types of Performance Support
- Performance Support System Model
- How to Use This Book
- References

### DESIGN ENVIRONMENTS AND STRATEGIES

- Introduction
- Ideal Environment
- Typical Environment
- Late Involvement Environment
- References

### PROJECT PLANNING

- Introduction
- Planning Environment
- Estimation Factors and Impacts
- Planning Methodology and Tools
- Sample Plan for Performance Support Projects
- Planning for Electronic Performance Support Products
- References

### NEEDS ASSESSMENT AND TASK ANALYSIS

- Introduction
- Development Environment Constraints
- Needs Assessment Methods
- Task Analysis for Performance Support
- References

contents continued on reverse

**Catalog no. TF1741, May 2004, 384 pp.**  
**ISBN: 0-41532-640-0, \$79.95 / £48.99**

**CRC** **CRC PRESS**

**MATCHING PERFORMANCE SUPPORT METHODS TO TASK REQUIREMENTS**

- Introduction
- Determining Skill and Knowledge Requirements
- Performance Support Considerations and Alternatives
- Performance Support Selection Aid
- References

**GENERAL DESIGN GUIDANCE**

- Introduction
- User Considerations
- Information Presentation
- Layout and Structuring Consideration
- Media Selection
- Use of Color
- Icons
- Accessibility
- Internationalization
- References

**DEVELOPING PERFORMANCE SUPPORT PRODUCTS**

- Introduction
- Documentation

- Performance Aids
- Online Help
- Coaches, Advisors and Wizards
- Instruction
- Electronic Performance Support
- Iterative Approach to Electronic Performance Support
- References

**TESTING PERFORMANCE SUPPORT PRODUCTS**

- Introduction
- When to Test
- Test Planning
- Developmental Testing-Heuristic Evaluation
- Developmental Testing-Alpha Testing
- Usability Testing
- Beta Testing
- Product Testing
- Follow-up Evaluation
- Test Reporting
- References
- Appendices

Please use this **ORDER FORM, CALL or ORDER ONLINE at WWW.CRCPRESS.COM**

Please indicate quantities next to the title(s) ordered below:

**DEVELOPING PERFORMANCE SUPPORT FOR COMPUTER SYSTEMS: A STRATEGY FOR MAXIMIZING USABILITY AND LEARNABILITY**

.....Catalog no. TF1741, ISBN: 0-41532-640-0 at \$79.95 / £48.99 each.

**Other titles of interest:**

**DESIGNING USABLE ELECTRONIC TEXT, SECOND EDITION**

.....Catalog no. TF1203, ISBN: 0-41524-059-X at \$99.95 / £60.99 each.

**GUIDELINES FOR DEVELOPING INSTRUCTIONS**

.....Catalog no. TF1726, ISBN: 0-41532-209-X at \$49.95 / £24.99 each.

**INCLUSIVE DESIGN GUIDELINES FOR HUMAN-COMPUTER INTERACTION**

.....Catalog no. TF2295, ISBN: 0-74840-948-3 at \$139.95 / £85.00 each.

**Ordering Information:** Orders must be prepaid or accompanied by a purchase order. Checks should be made payable to CRC Press. Please add the appropriate shipping and handling charge for each book ordered. All prices are subject to change without notice. **U.S./Canada:** All orders must be paid in U.S. dollars. TAX: As required by law, please add applicable state and local taxes on all merchandise delivered to CA, FL, GA, IL, MA, NJ, NY, and Washington, DC. For Canadian orders, please add GST. We will add tax on all credit card orders. **European Orders:** All orders must be paid in U.K. £. VAT will be added at the rate applicable. **Textbooks:** Special prices for course adopted textbooks may be available for certain titles. To review a book for class adoption, contact our Academic Sales Department or submit your textbook evaluation request online at [www.crcpress.com/eval.htm](http://www.crcpress.com/eval.htm) **Satisfaction Guaranteed:** If the book supplied does not meet your expectations, it may be returned to us in a saleable condition within 30 days of receipt for a full refund.

**SHIPPING AND HANDLING**

| Region                       | Delivery Time | First Title | Additional Title |   |
|------------------------------|---------------|-------------|------------------|---|
| USA/Canada                   | 3-5 Days      | \$5.99      | \$1.99           | For priority mail services, please contact your nearest CRC PRESS office. |
| South America/Asia/Australia | 7-14 Days     | \$9.99      | \$3.99           |   |
| Europe                       | 3-5 Days      | £2.99       | £0.99            |   |
| Middle East/Africa           | 7-21 Days     | £4.99       | £2.99            |   |

Name .....  
*please print clearly*

Company/Institution .....

Address .....

City ..... State/Province ..... Zip/Postal Code .....

Country .....

Visa    MasterCard    American Express    Check Enclosed \$ .....

Exp. Date: \_\_\_\_\_  
Month   Year

*Signature and Telephone Number required on all orders*

Signature ..... PO# .....

Telephone .....

*If you would like to receive information from us by e-mail, please provide your e-mail address below.*

E-Mail Address .....

**ORDERING LOCATIONS**

**In North & South America:**

**CRC PRESS**  
2000 N.W. Corporate Blvd.  
Boca Raton, FL 33431-9868, USA  
Tel: 1-800-272-7737  
Fax: 1-800-374-3401  
*From Outside the Continental U.S.*  
Tel: 1-561-994-0555  
Fax: 1-561-361-6018  
e-mail: [orders@crcpress.com](mailto:orders@crcpress.com)

**Rest of the World:**

**CRC PRESS / ITPS**  
Cheriton House, North Way  
Andover, Hants, SP10 5BE, UK  
Tel: 44 (0) 1264 342926  
Fax: 44 (0) 1264 343005  
e-mail:  
(UK): [uk.tandf@thomsonpublishingservices.com](mailto:uk.tandf@thomsonpublishingservices.com)  
(Int'l): [international.tandf@thomsonpublishingservices.com](mailto:international.tandf@thomsonpublishingservices.com)

**Corporate Offices**

**CRC PRESS**  
2000 N.W. Corporate Blvd.  
Boca Raton, FL 33431-9868, USA  
Tel: 1-800-272-7737  
Fax: 1-800-374-3401  
*From Outside the Continental U.S.*  
Tel: 1-561-994-0555  
Fax: 1-561-361-6018  
e-mail: [orders@crcpress.com](mailto:orders@crcpress.com)

**CRC PRESS UK**  
23-25 Blades Court, Deodar Road  
London SW15 2NU, UK  
Tel: 44 (0) 20 8875 4370  
Fax: 44 (0) 20 8871 3443  
e-mail: [enquiries@crcpress.com](mailto:enquiries@crcpress.com)