

EPSS Tools Are We There Yet!

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BNH
EXPERT SOFTWARE

About BNH ...

Since 1987

- Help organizations forecast, plan, manage & optimize training budgets/resources.
- Offer tools (ADVISOR Enterprise), consulting services and workshops.

What is EPSS?

Electronic job aids to enhance performance of employees on the job ...



- Embedded Training
- Hypertext/Hypermedia (Google)
- Intelligent Tutor (diagnostic tools)
- Electronic Job Aids

Key Characteristics of EPSS ...



- Utilized on the job while engaged in activity
- Provide access to discrete specific info needed to perform Task
- Can be accessed whenever need

How does EPSS Differ from Training?

EPSS

- Informal learning – provide info on specific Task
- Provide specific relevant info
- Immediate access when needed
- Used on job while performing Task

Training

- Formal learning – provide skill or understanding
- Cover wide range of topics
- Not immediately available – in general
- User must take time out from job

Software Examples of EPSS ...

- **Software Application**
 - Embedded
 - Online Help
 - Search (Google)

What would you like to do?

- 💡 Add text to a drawing object or picture
- 💡 Troubleshoot aligning and arranging text and drawing objects
- 💡 Align and arrange drawing objects
- 💡 Post a document to a Microsoft Exchange public folder
- 💡 Ways to share information in Word

▼ See more...

Type your question here, and then click Search.

Options Search



Process Examples of EPSS ...

We want you to know™



- **Processes.** Aetna improved call center employees performance (minimized errors) while reducing a 13 week instructor-led course by 2 weeks.

When EPSS Should be Used ...



Task		Context		Concept
How To	Understand Process	Memorize Process	Conceptual & Fact Filled	Purely Conceptual
How to enter expenses?		What is our system?		What is accounting?
How to change tire?		Which tire should be used?		How is the tire made?

Where is EPSS Most Useful ...



- Task/Application complex
- Task performed infrequently
- Learners knows something about task/process

When should EPSS be Considered ...

- Upgrading or switching applications
- Up to the minute info is needed
- Support needed for application/process high
- Impact on missions/goals significant
- Cost-Benefit Ratio high



The Economy of EPSS ...

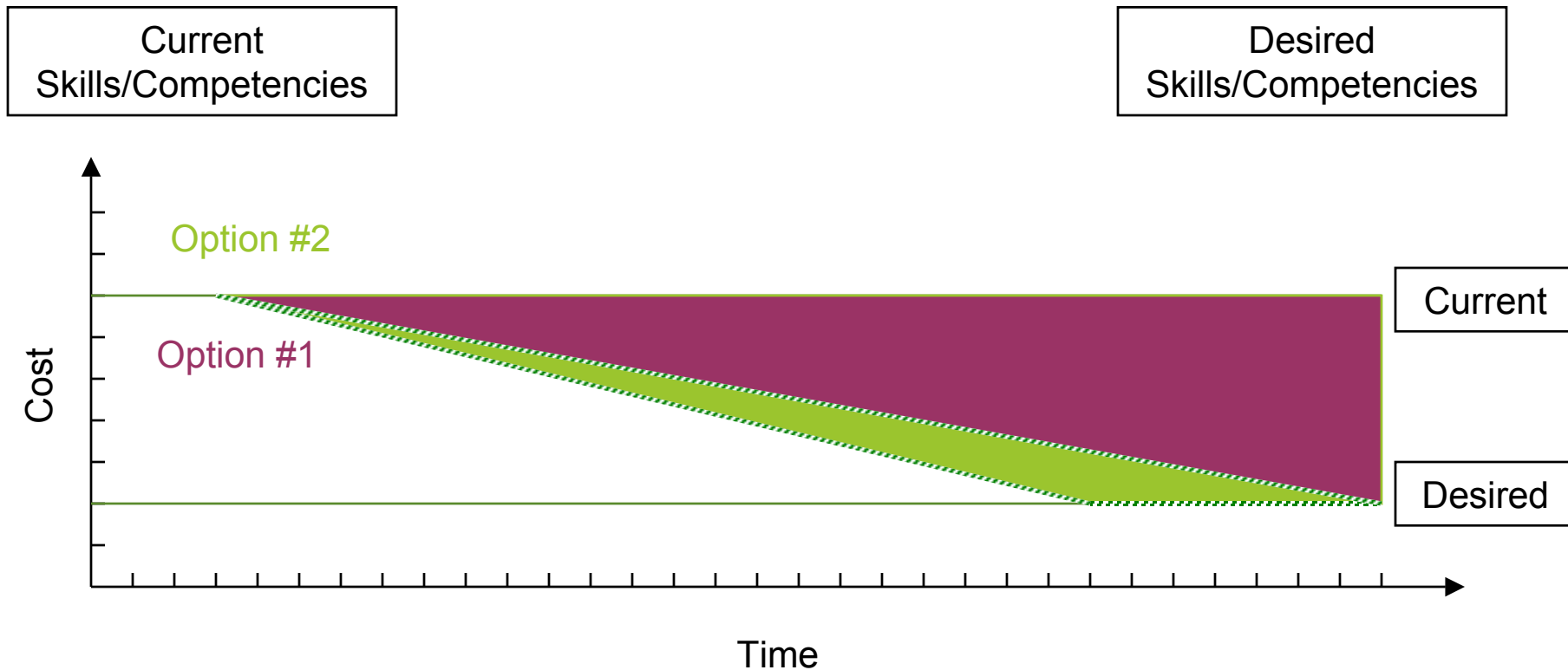
- Each call to help desk costs \$20 to \$48
- 45% of calls are Level I (how do I do this)
Gartner Group, 2001 Tech. Support Industry
- Assume 500 calls per week
- Reduce 45% calls: \$5,000 to \$10,000 per wk



Recent Implementations ...

- DuPont eliminated 500 desk calls per week – savings \$750,000
- Pitney Bowes reduced # of calls in rollout of application upgrade by 2,000 per week
- Aetna cut 13 weeks instructor-led course for call center employees to by 2 weeks

Reducing Time to Competency ...



Sounds Familiar! So What's New?



- **Wireless Technology – Accessible Anywhere**
- **Portable Devices (iPod, PDA, Blackberry, etc.)**
- **Web 2.0 Technology (2nd web based services)**
<http://www.youtube.com/watch?v=6gmP4nk0EOE>

Large Scale Applications in Military

- US Army Future Combat Systems

<http://www.army.mil/fcs> – a family of manned & unmanned systems, connected by common network that provide soldiers & leaders with critical edge in complex environments.

- UK Future Requirements Effect System.

Recommendations ...

3 Step approach:

- Identify plausible use of EPSS
- Estimate the financial impact
- Make decision – understand your tradeoffs

Conclusion ...

Of course it implies more effort and coordination between ISD and financial analysts. However ...

Few hours can translate in hundreds of thousands in cost avoidance and increased productivity.

Intelligence for making savvy training decisions



Demos, white papers and user guides for selecting right blend of delivery options are available at <http://www.bnhexpertsoft.com>

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