



## Performance Support

An electronic performance support system (ePSS) has been defined as:

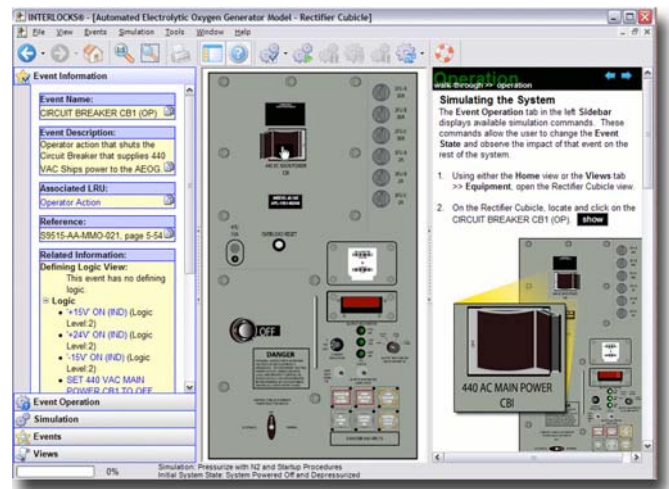
. . . a computer-based system that improves worker productivity by providing on-the-job access to integrated information, advice, and learning experiences.

—Barry Raybould

This definition can be expanded to include any computer software program or component that improves performance by:

- reducing the complexity or number of steps required to perform a task,
- providing the performance information needed to perform a task, or
- providing a decision support system that enables identification of the action that is appropriate for a particular set of conditions.

INTERLOCKS® modeling and simulation tool has been described as **“the system expert in a box.”** The large database of system information provides in-depth understanding of operation, maintenance, and troubleshooting tasks. Through its event relationships and specific application features, users are guided to various aspects of related information including graphics and system simulation. The application is an interactive learning experience helping users to perform tasks with minimal support or intervention from other people.



An INTERLOCKS ePSS:

- Uses directed questioning to mentor users and reduce complexity
- Embeds external procedures and pertinent information
- Provides “what-if” capabilities to promote decision making
- Provides in-advance and just-in-time training