

Session 722
Web Technologies, User Assistance, and Performance Support

Speaker	Russ Rauhauser, Lucent Technologies		
Target audience	This session is intended for advocates of Electronic Performance Support (EPS) who are experiencing organizational resistance. To get the most from this session you should come with a basic understanding of the Performance Support vision and some modest experience using a Web browser.		
Objectives	Organizational resistance to EPS is approaching legendary status. It comes in many forms, and has been the subject of debate at past conferences. You will leave this session armed with three effective countermeasures.		
About this session	<p>In a nutshell, here are three strategies for countering resistance to EPS:</p> <ol style="list-style-type: none">1. Demonstrate the value of <i>embedded</i> performance support through the use of Dynamic HTML, a Web technology that doesn't require you to have a background in professional programming. Often, seeing is believing.2. Implement wizards (a form of <i>linked</i> performance support) through the use of XML markup, a Web technology that doesn't require you to cross any programming thresholds at all. Here we avoid turf issues.3. Leverage EPS-oriented work being done by the online help crowd under the banner of User Assistance. Move forward within the guise of the familiar "online help provider." All progress is good progress. <p>About 90% of this session will involve the step-by-step development of working examples in real time. Join us as we de-mystify some of the alphabet soup known as "Web technology." And in the process we'll discover what makes these strategies effective countermeasures.</p> <p>Note. A complete set of screen shots, source files, and related materials will be distributed at the session.</p>		
About the speaker	Russ is a distinguished member of technical staff in the Lucent Technologies Customer Training and Information Products organization. He has been involved with Performance Support in a strategic planning and management role for about three years. Prior to that he worked to establish SGML-based authoring and publishing platforms for Lucent (HTML is an application of SGML). Russ has given more than a dozen talks on these subjects at conferences both internal to Lucent and industry wide.		
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