

EDIT 797 – Fall 2002
Performance-Centered Tools Review

Product	Purpose	In what respect is it performance centered?	Performer	Market / buyer
<p>1) ProCarta, from Domain Knowledge - http://www.procarta.com/</p>	<p>Documents business processes; displays graphical results automatically in Visio.</p>	<p>Provides an amazing decrease in time to document and maintain business processes. Completely obviates the need to learn a flowcharting type of tool. It facilitates business process data gathering (you don't have to learn how to do it before doing it), organizes your BP data into information useful for a myriad of applications (system development, training development, competency assessment), and automatically produces sensible graphical representations. ProCarta is a very slick tool...no sophisticated technology, just a lot of good organization and performance-centeredness.</p>	<p>Business process manager, training developer, system developer, human resources professional, performance improvement specialists, quality assurance professionals, documentation professionals...probably more.</p>	<p>Corporate business segment manager / director; HR/training director, systems development project manager, business process reengineering manager/director.</p>
<p>2) Epiplex from Epiance - http://www.epiance.com</p>	<p>Captures user steps through single and multiple computer applications (Windows, Internet), including images, control metadata, operating system message traffic) and encodes it into an XML file. You can then apply other Epiplex applications to the XML file:</p>	<p>For creating solutions: Reduces development and maintenance time of training, performance support, by a factor of 10 or more. Allows the developer to embed solutions into live applications without source code or IT support.</p>	<p>e-Learning developer performance support developer system integrator business process</p>	<p>There are three markets: e-Learning/Blended Learning Performance Support</p>

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	<p>Documentor – automatically creates documentation from the XML file in any foreign language, style. Support CSS and Word templates for organization-specific Print, HTML, and DHTML output.</p> <p>EpiLearn – Creates blended learning modules automatically from the capture files, including animation, simulation, certification tests, and documentation.</p> <p>EpiGuide – Creates live-in-the-application active cue cards from the capture file—which means that a process cue card is presented to the user, then EpiGuide watches the actual task being performed and judges it real time. It indicates a check mark next to a step if it performed correctly and provides negative feedback if performed incorrectly.</p> <p>EpiGenie – Creates “wizards” from the capture file that automates the application. Allows the user to include custom forms (e.g., for data input) and conditional logic based on target system states. EpiGenie allows you to create an alternate interface for one or multiple applications without requiring access to its source code.</p> <p>Visual Project Editor – A drag-and-drop visual tool that allows you to organize any and all</p>	<p>For the learner/performer: Solutions created with Epiplex eliminate the need for instructor-led training or reduces/eliminates training needs entirely.</p> <p>For the business process manager: Eliminates the need to assemble job incumbents to document workflow – a process that typically takes weeks. Instead, Epiplex captures the workflow at the individual workstation and allows the analyst to collect the capture files and determine optimal processes analytically.</p>	<p>engineer learner/performer</p>	<p>Enterprise application integration</p> <p>Business process management/re-engineering</p>
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	<p>Epiplex interventions (docs, animation, simulation, guides, genies) together with custom forms and conditional logic to create sophisticated embedded performance support.</p> <p>Epiplex is a one-of-a kind tool. Some of its protocols are used in software testing products, but Epiplex is the only performance support environment to utilize such technology.</p> <p>(If you are wondering why I know so much about Epiplex it is because it is my product ☺ . I direct Epiplex product development out of our Bangalore, India office. I've been a VP at Epiance for the past 5 years.)</p>			
<p>3) On Demand Personal Navigator from Global Knowledge - http://kp.globalknowledge.com/products/od/index.asp and, in particular, check out the on-line demos: http://kp.globalknowledge.com/products/demo.asp.</p>	<p>Allows you to create active cue cards in live applications (similar to Epiplex's EpiGuide feature), which On Demand calls "concurrent mode." You can do this only for applications that Global Knowledge has "mapped." In other words, there is no capture tool in On Demand that the author can use to create concurrent guidance for any application, but you can create such concurrent guidance for pre-mapped applications.</p>	<p>Substantially reduces e-learning development time for "guide me" types of interventions. Allows for some embedding without the need for source code (for select, pre-mapped applications)</p>	<p>e-learning and performance support professionals</p> <p>learner / performer</p>	<p>e-Learning or HR director/manager developers</p>

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<p>4) Assistware from Baydon Solutions - http://www.baydon-solutions.com/</p>	<p>Allows you create context-sensitive help, guidance, and information in live applications. Its underlying technology is not nearly as sophisticated as Epiplex or On Demand, but it's good for quick-and-dirty additional context sensitive support without requiring IT support or access to source code.</p>	<p>Reduces development time and dependency on IT for embedded context-sensitive help and guidance.</p>	<p>e-learning and performance support professionals learner / performer</p>	<p>e-Learning or HR director/manager developers</p>
<p>5) Verity Developer from Verity - http://www.verity.com/products/k2developer/index.html</p>	<p>Verity Developer is software that allows you to add powerful search engine capabilities to almost any information-rich environment. "Verity's unique technology automatically indexes, classifies, and personalizes the delivery of large volumes of information. And it does all this with industry-leading accuracy, scalability, security, open APIs for easy integration, and support for .NET and J2EE. Verity's application toolkits enable you to seamlessly add these powerful capabilities to your products so you can gain the significant competitive advantages of reduced development costs and increased revenue opportunities."</p>	<p>As information repositories grow in volume and diversity, the problem of writing algorithms or using statistical inference to help a user find what he or she is looking for in a software environment has become more and more difficult. Verity Developer is a toolkit for software developers that includes a variety of powerful search protocol and APIs (application programmer interfaces) for easily incorporating them into most any environment.</p> <p>Verity Developer saves systems development projects huge amounts of time in development, integration, and testing.</p>	<p>Software developers End users</p>	<p>IT managers, directors, CTOs</p>

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		<p>Verity developer ultimately provides performance support to the end-user by providing powerful search capabilities.</p> <p>Note: One of the very first successful hypertext development tools in the early 90s was Verity Topic, which is where the search capabilities matured.</p>		
<p>6) Centra Knowledge Composer Pro from Centra - http://www.centra.com/products/author.asp</p>	<p>Enables users to create, assemble, and organize various media and instructional elements into learning objects that can be utilized by Centra's content management / learning management system. Special versions of Knowledge Composer create reusable learning objects in PowerPoint and creates simulations.</p> <p>This product was formerly called EmPower and developed by reusable-learning-object guru Harvi Singh (a good friend of mine and member of Epiance's Board of Advisors. Centra is an Epiance business partner.) Harvi is an early adopter and pioneer in the sharable / reusable learning object space.</p>	<p>Generally, Knowledge Composer reduces e-learning development time, but more importantly it reduces the entire e-learning maintenance and development lifecycle by employing metadata to learning object to make them reusable. It is this object-oriented approach to e-learning development that provides the business performance value.</p> <p>Note: See http://www.adlnet.org/index.cfm?flashplugin=1&fuseaction=scormabt for information about SCORM (sharable content reference object model). Central is not completely SCORM</p>	<p>e-learning developers</p> <p>learners</p>	<p>Training / HR managers, directors, executives.</p> <p>Developers</p> <p>Courseware development houses</p>

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		compliant, but uses many of the same principles.		
7) Infranet from Portal - http://www.portal.com/products/Infranet/infranet.html	<p>“Portal Software’s Infranet®, a convergent billing and customer management platform for communications and content providers, enables service providers to deliver voice, data, content, and commerce services over wireline, wireless, cable, and satellite networks. A modular, platform-based solution that combines the best of custom and “off-the-shelf” approaches, Infranet allows service providers to rapidly develop, price, and provision services while strategically managing customer usage and billing.”</p> <p>In other words, Infranet is a portal-in-the-box, allowing system developers to organize diverse applications related to a business process or set of business processes into a single-point-of-entry information and commerce “portal.”</p>	<p>Simplifies complex and time-consuming system integration tasks.</p> <p>Addresses the need for “one stop shopping” for users of complex business systems.</p>	<p>Software developers.</p> <p>Ultimately, the portal users.</p>	<p>IT managers, directors, CTO.</p> <p>Software developers / development houses.</p>
8) Knowledge Stream by Upstream Development	A Web Service based performance centered knowledge management application with modules for supporting workflow and performance support, training and simulation, knowledge	The Knowledge Stream application provides a platform for the rapid and cost-effective development of performance centered self-service and knowledge	Customer requiring self-service information and support, primarily for complex products and	e-Learning or HR director/manager; business executive;

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	<p>management, collaboration, troubleshooting, and on-line administration.</p> <p>Ideally suited for customers with complex products or processes needing a solution for customer self-service, and capturing and disseminating application specific knowledge to customers, partners, and employees.</p>	<p>management applications through the use of reusable application components, and online administrative interfaces to manage and share application content.</p> <p>Knowledge Stream is a multi-tier Web Services application based on the Java 2 Enterprise Edition (J2EETM) architecture. Architecting the application into Web Presentation, Business/Application, and Data tiers facilitates reuse of application components and customization of any tier without affecting other tiers in the application. The separate Data Tier eases integration with other applications.</p> <p>Java server-side technology provides a high-level of performance, modularity, scalability, and provides operating system, web server, database, and browser independence.</p> <p>The Web Presentation Tier dynamically generates content for specific web, hand held, and web services</p>	<p>processes.</p>	<p>developers</p>
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		<p>clients from the application database. The Web Presentation Tier can be customized to meet specific customer user-interface requirements without affecting Application Tier components or the database.</p> <p>Online administration tools provide access to all application content through standard Web browsers.</p> <p>The Application Tier is based on reusable business components that provide application functionality:</p> <ul style="list-style-type: none"> - Workflow/Performance Support - Knowledge Management - Troubleshooting - Training/Simulation - Collaboration - Search - On-line Administration. <p>The Data-Tier consists of the customer database and components for integrating to other applications and content.</p>		

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<p>9) Aspen and Toolbook from Click2Learn - http://home.click2learn.com/</p>	<p>Toolbook is an authoring system for creating e-Learning. It is primarily for creating non-integrated (stand-alone) e-learning programs and features powerful scripting tools and the ability to integrate results with learning management systems, particularly Aspen.</p> <p>Aspen is Click2Learn's foray into the LMS (learning management system) world, which has been an alleged growth area for the e-learning business over the past few years. This market has more hype than substance, but several decent LMSs have emerged, including Aspen. It is moderately successful.</p>	<p>Reduces e-learning content development time (Toolbook).</p> <p>Facilitates organization, delivery, and maintenance of enterprise-wide e-Learning programs (Aspen).</p>	<p>e-Learning developers.</p> <p>e-Learning program managers.</p> <p>e-learning companies (content hosts).</p>	<p>Learning/ HR professionals.</p> <p>e-Learning companies.</p>
<p>Knowledge Stream by Upstream Development</p>				