User Assistance Cycles

Matthew Ellison

40 years ago

- Twist gear changer
- U-shaped handlebars
- Small wheels
- High pressure balloon tyres
- Sturmley Archer 3-speed hub gears
- Built-in dynamo for electrical power
20 years ago

- Narrow ultra-hard saddle
- Drop handlebars
- Bar-end gear shifters
- Derailleur gears
- No built-in light system

Present day

Thorn Raven Tour
User Assistance Cycles

Present day
- Smallish wheels
- Twist gear changer
- Internal hub gear system
- Built-in dynamo for electrical power
- U-shaped handlebars
- Built-in lights

Present day
Document Preparation / Word Processing

Dear Someone,

This letter follows a standard business format and is used for demonstration purposes in revising different editions. The letter contains a “From” address and date, a “To” address, a salutation, a body including no less than two paragraphs, and a signature section.

The form used locates the from address and signature section to the right, and all paragraphs are indented. The style uses uniform indentation for paragraphs and sections.

F1  SUPER/SUBSCRIPT
F2  SPELL
   Move
   Search
   -SEARCH
   Word
   Spell
   -SPELL
   Search

F3  CANCEL
F4  INPUT
   -INPUT
   -INSERT
   -INSERT
   -INDENT
   -INDENT
   -INDENT

F5  DATE
   Bold
   Date
   Footnote
   Print
   Print
   Footnote
   Bold
   Date

F6  LIST FILES
F7  PRINT
   List Files
   Footnote
   Print
   Bold
   Date
   Footnote
   Print
   List Files

F8  MERGE E
F9  MERGE R
F10  MERGE
   Retrieve Text
   Merge
   Save Text

Legend:
Ctrl + Function Key
Shift + Function Key
Function Key alone
User Assistance Cycles

Main Page

Welcome to Wikipedia,
the free encyclopedia that anyone can edit.

Overview • Editing • Questions • Help

Today's featured article

<table>
<thead>
<tr>
<th>Name</th>
<th>Featured article</th>
<th>In the news</th>
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</thead>
<tbody>
<tr>
<td>News</td>
<td>Featured article</td>
<td>International Atomic Energy Agency proposes...</td>
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MS Word 2007
User Assistance Cycles

Keynote Presentation at ISTC Conference 2008

Ribbon
Super Tooltip
Top-level Help menu

UA CONFERENCE Europe 2008
18th-19th September
Edinburgh, Scotland
Dynamic Rendering of DITA into XHTML

This topic describes the concept of dynamic transformation of DITA content on a Web server into XHTML for delivery to any Web browser.

In many cases, Help content is best delivered as HTML. For content authored in DITA, the process is typically to transform the content into HTML (or, more likely, XHTML), and then transfer the output files to a Web browser. In some cases, it may be desirable to host the DITA source files on the Web server, and use server-side processing to dynamically transform the content to HTML when a browser requests the information.

When DITA content is transformed to a delivery format through the DITA Open Toolkit, or another publishing process, the result is a collection of deliverable files that also need to be managed. The deliverable files (typically XHTML) must be copied to a Web server for delivery. When the source content changes, the output has to be re-generated, and then copied once more to the Web server.

Most Web servers support some sort of server-side processing technology; examples are ASP.Net, PHP and JSP. Many of these technologies are XML-aware, and are capable of handling dynamic XSL-T transformations.

It is possible to set up a system whereby Help content, written and stored in DITA format, is stored on a server, and then dynamically transformed into HTML for delivery.
Minimalism
Add a cell, row, or column to a table

1. On the Table menu, point to Insert, and then click an option.
Other Help Cycles

- Single window → Multiple windows → Single window (not coinciding with previous)
- Hyperlinks → ALinks → Hyperlinks
- Index → Full-text search → Metadata
- Bookmark links → DHTML drop-downs → Bookmark links
- Rich content → Minimalist content → Rich content
Window cycles

Help

HTML Help

Reference

How to

Windows 95 Help (WinHelp 4)

Pane cycles

Single Pane

Windows Vista Help

Tri-pane

HTML Help (Windows 98+)
Link cycles

See also
- Change your default printer
- Print a test page

Windows Vista Help

Related Topics
- Change your default printer
- Print a test page

Windows 95 Help
(WinHelp 4)

Matthew Ellison Consulting
Layering cycles

Bookmark Links

DHTML Drop-downs
Navigation cycles

Index

Find/Search
Navigation cycles

Metadata

Facets

ALL-IN-1 cycle
ALL-IN-1 computer-based training

Normal Operation

User \rightarrow ALL-IN-1 application

Training Mode

Training Script

User \rightarrow ALL-IN-1 application

Techniques

<table>
<thead>
<tr>
<th>Technique</th>
<th>2008</th>
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<td>Single-sourcing</td>
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<td>Show me demos</td>
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<td>Version Control</td>
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</tbody>
</table>

Keynote Presentation at ISTC Conference 2008
Guided Help

One of CNET's “top 5 things I love about Windows Vista”
Five Moments of Need

1. When learning for the first time
2. When wanting to learn more
3. When trying to remember
4. When things change
5. When something goes wrong

Source: Dr. Conrad Gottfredson, Bob Mosher
Performance Support 101 to the Future: The Journey Beyond Competency

U.S. IT Training Market Growth

- Classroom
- Self-paced eLearning Products and Services
- Virtual Labs, Virtual Classes, Live Mentoring
- Process-embedded Learning
- All Other Products

User Assistance Cycles

Single-sourcing cycle

Craft

Productivity

Matthew Ellison Consulting

Keynote Presentation at ISTC Conference 2008
"The goal is not to optimize reuse; the goal is to optimize the delivery of clear, correct, and complete information to the user."

Mark Baker
Analecta Communications Inc.

Questions?
Contact me at matthew@ellisonconsulting.com