

#### EDIT797 Problem Set #4

1. The following link shows a simulation of a performer navigating PeopleSoft 7.0 as she changes an employee status from single to married (<http://files.epsscentral.net/IPT>). (Note: Copy and paste the link into Internet Explorer. If the “movie” does not run, then review the attached PDF file [http://files.epsscentral.net/EDIT797/ps\\_edit797.pdf](http://files.epsscentral.net/EDIT797/ps_edit797.pdf), which shows the navigation in frame-by-frame static mode.) The process involves changing demographics, changing the emergency contact and naming a new beneficiary. As you will see, the process is long and complex. There are many menus, fields, buttons (etc.) that are apparently not relevant to the process while others are relevant. Given that the marital status change process occurs infrequently and that the HR generalist performer does not always recall the entire process, design a performance-centered job aid that will ensure that the task is quickly and accurately completed by the generalist. You may base your answer on the link and document given here; you do *not* need to learn any more about PeopleSoft. You must use the PCD process, but you do not have to analyze or document a persona (...assume that you are the persona).
2. Compare the web sites <http://www.peets.com/> and <http://www.norwaysweaters.com/> as shopping sites and with respect to key attributes and behaviors of performance-centered systems and the PCD process. Accordingly, which site is better? Suggest performance-centered changes for the site that exhibits the poorest behavior.