

# Task Knowledge Structures

An Activity-Based Analysis Method

Task Knowledge Structures (TKS) grew out of the GOMS cognitive approach to front-end analysis

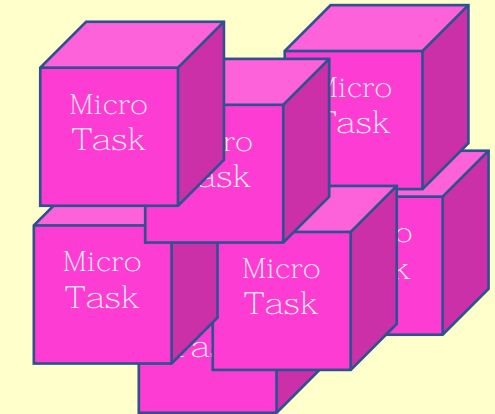
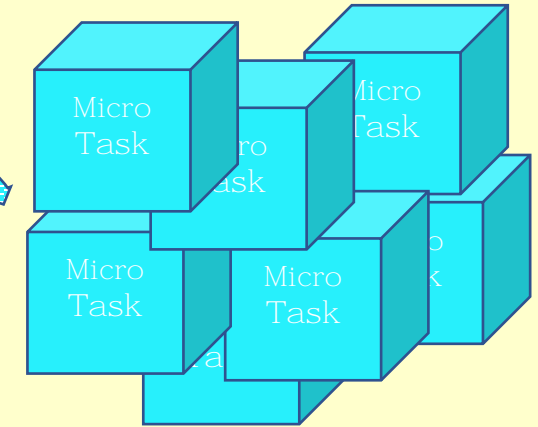
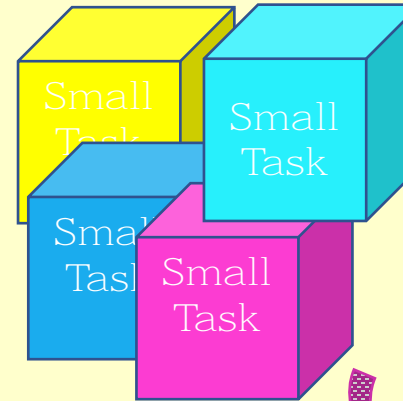
Every task can be broken down into smaller, easier tasks

Learning is assessed by what learners can do, not what they know. For example, a buyer in SAP would...



Maintain supply needs

- Submit purchase reqs
- Convert to PO
- Liaise with suppliers
- Verify invoices



## How It's Done

1. Collect information about the task using data-gathering and knowledge acquisition techniques.
2. Identify the knowledge components used in task performance.
3. Identify representative, central, and generic properties of tasks.
4. Construct the task model.
5. Communicate the TKS to skilled performers.
6. Skilled performers validate or make changes to the structure.

- SAP create/change/display Preq
- SAP create/change/convert PO
- SAP acknowledge supplier quote and send confirmation
- Notify warehouse that stuff is on its way
- Notify AP to pay invoice
- And other tasks....