

Human Performance in an IT world: "...to boldly go"

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City of Austin

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→ VIRTUAL SESSION

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Despite all the dark science fiction visions of technology taking over and enslaving the world, technology is much more a slave to the very human behavior of the people, who create and use it. When it comes to advances in information technology it's not the technology but human performance that is the critical determinant of success. **This program will explore how Human Performance Technology can play a vital role in helping the "techies" engage the organization and its people to analyze performance problems.**

HPT can help "techies" to identify causes, define solution requirements, develop and design solutions, and implement them. At their heart, IT solutions are business performance improvement solutions. Hardware and software can come together to create electronic performance support systems (EPSS) that require specific inputs and follow defined processes and business rules leading to desired (worthy?) outputs. Rather than some strange and alien world, IT is a great new frontier where we should **"...boldly go where no one has gone before"**.

Paul Cook has a BA in psychology and an MBA combining his interest in people and business systems. He is recognized as a Certified Performance Technologist. His experiences include work as a Scouting professional, a small business counselor and consultant to more than 300 small businesses, a business banker and currently as a Business Process Consultant with the City of Austin's Information Technology Department. Paul is actively involved with the ISPI serving as a Director on the Board of Directors. He has previously presented workshops and sessions at the ISPI Annual Conference, to local organizations such as the Project Management Institute, ASTD, Texas Department of Health and Human Services, and Motorola.