REPRESENTATIVE PERFORMANCE SUPPORT

Find the Right Resource

Information Access Quick Guide

Use at the moment of need

01

IDENTIFY THE NEED

What information are you trying to locate?

02

START WITH THE CENTRAL RESOURCE

Use the primary resource location before searching multiple systems.

03

SEARCH BY TASK OR TOPIC

Use consistent terms related to the task rather than trying to remember where a document was stored.

04

VERIFY BEFORE USE

Confirm that you are using the current and appropriate resource before proceeding.

Use this when...

- You know the information exists but cannot remember where it is stored.
- You need guidance while actively performing a task.
- You need to confirm the correct process or documentation.
- You want to avoid unnecessary navigation across multiple systems.

A PERFORMANCE SUPPORT PRINCIPLE

Reduce the search burden so attention can return to the work.

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