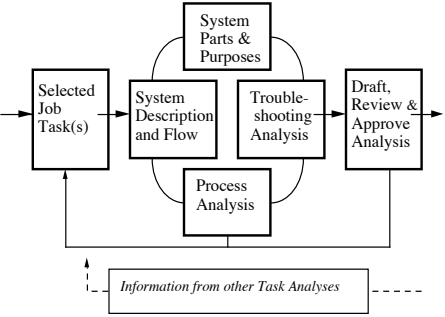


CHAPTER 12: Systems Task Analysis

KEY POINTS	FIGURES	EXERCISE/EXAMPLE
<p>DEFINITION:</p> <p>A <i>systems task analysis</i> is an analysis method that specifically focuses on the interrelated job tasks required to keep work systems running effectively and efficiently.</p>	<p>Figure 12.1. Analysis Systems Tasks.</p>  <pre> graph LR A[Selected Job Task(s)] --> B[System Description and Flow] B --> C[Troubleshooting Analysis] C --> D[Draft, Review & Approve Analysis] D --> A B --> E[System Parts & Purposes] E --> B C --> F[Process Analysis] F --> C G[Information from other Task Analyses] -.-> A </pre> <p>© Richard A. Swanson 1994</p>	<p>Identify the <i>spine</i>, that is, the input-process-output components for this seminar in the space provided below.</p>
<p>THERE ARE ANY NUMBER OF CRITERIA FOR A GOOD SYSTEMS TASK ANALYSIS, NAMELY:</p> <ol style="list-style-type: none"> 1. <i>Systems Description and Flow</i> - naming the system or systemic task; bounds the analysis. 2. <i>Systems Parts and Purposes</i> - more detailed understanding of the system; accurate terminology; naming of tangible aspects of a system and their purpose. 3. <i>Process Analysis</i> - connections between the system and various system parts; process variables, their attributes and their interconnections; critical contributions to the effectiveness and efficiency of the system. 4. <i>Troubleshooting Analysis</i> - network of the problems that could be encountered 	<p>FOLLOWING ARE SOME USEFUL HINTS/TIPS FOR CONDUCTING SYSTEMS TASK ANALYSIS:</p> <ul style="list-style-type: none"> • systems work analysis focuses on tasks of information-based systems and hardware systems and is used to describe complex work behaviors under normal conditions • what appears to be obvious often ends up not being true • what initially appears to be a confusing and complex set of work behavior issues can, after a full systems task analysis, become a simple set of procedural statements or a detailed process flowchart • systems task analysis does not always result in adding more tasks to the task inventory form - in fact the opposite can at times be true. 	