

# Desktop Support Tool (DST)

The Desktop Support Tool is a user friendly software package designed to assist Human Factors Integration (HFI) specialist and non-HFI specialist alike when introducing Human Factors (HF) knowledge into the early stages of procurement.

- The tool will act as a 'one-stop shop' for HFI guidance, templates, information, and issues management
- The tool will provide general information about the HFI process. It will also provide specific information at specific stages of the process
- The tool will provide databases of previous HF work and HFI applications
- The tool will enable the creation of databases of information specific to a particular HFI application
- It will provide a facility for recording and tracking of significant HFI issues throughout the life of a project
- The tool will enable the user to create and maintain checklists of HFI activities
- Links will be provided to supporting and supported activities such as Integrated Logistic Support (ILS) and systems engineering
- Links to specific HF methods, tools and standards will be provided
- Links to other resources generated as outputs from the HFI DTC will be provided, including HFI specialist and other contacts

The framework for the DST must devote some effort to the development of a system to build and maintain databases of information.

These databases would include records of past studies, actions, and success and failure ratings. This will enable future projects to learn from past mistakes, and to establish shortcuts to effective management of HFI based on existing successes.

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The tool is therefore envisaged as an array or network of sources of information that are connected at a central hub. The hub will be the entry point to the whole system. From here, it should be possible to find the desired guidance or data with relative ease.

At the hub, therefore, a series of options will determine whether the user wants a general overview of HFI as a process, or whether they wish to undertake some HFI management activity. Currently, there are a number of resource areas anticipated for the tool. These include:

- An overview of HFI processes and responsibilities
- Guidance on how to manage HFI, and templates and tools to achieve this
- Additional software tools such as the Human Factors Integration Tracking Tool (HFITT), Evaluation of Event Analysis of Systemic Teamwork (EAST) and Workload, Error, Situation Awareness, Time and Teamwork (WESTT), all developed under the HFI DTC (further details of these tools are provided on separate flyers)
- Databases of previous work in similar projects
- Standards and Regulations
- Links to external resources such as the Ergonomics Society, the HFI DTC, or proprietary documents
- An HFI issues management system

Each of these areas will be standalone resources, so that if required, it will be possible to browse a database of similar HF work (i.e. data provided would be tailored specifically to the type of project, user role, and project stage).

However, the tool will be at its most powerful if it is allowed to guide the user through the most appropriate resources to use at the most appropriate times.

Subsequent iterations of the DST will include more downloadable HFI tools, more detailed project databases, detailed links to other activities in the system engineering lifecycle and a set of Coordination and Management Tools that will pull all components together and provide a front-end interface for the management of all the separate activities contained in the DST.



**HFI HFI HFI HFI**